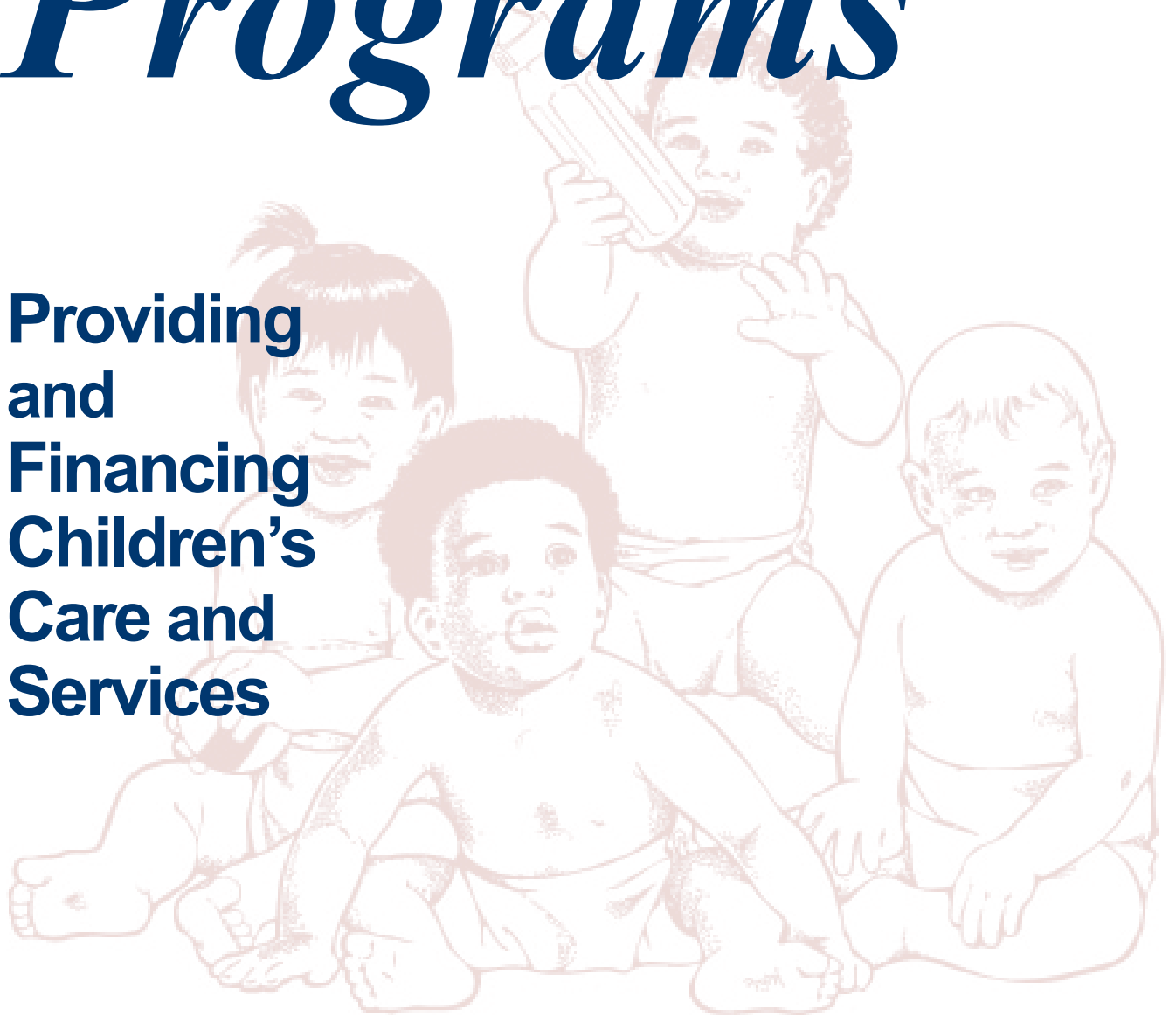


# *Iowa Programs*

**Providing  
and  
Financing  
Children's  
Care and  
Services**



*Early ACCESS*  
*September 2002*

State of Iowa  
**Department of Education**  
Grimes State Office Building  
Des Moines, Iowa 50319-0146

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## **Fifth Edition, 2002**

### **Iowa Programs Providing and Financing Children's Care and Services**

Iowa Department of Education  
Deb House-Deere, Project Director

## **Fourth Edition, 1998**

### **Iowa Programs Providing and Financing Children's Care and Services**

Compiled by Deb House-Deere

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## **Second Edition, 1990**

### **A Parent's Guide to... Iowa Programs Providing and Financing Children's Care and Services**

Compiled by Deb House-Deere and Julie Beckett

## **First Edition, 1989**

### **A Parent's Guide to... Iowa Programs Providing and Financing Children's Care and Services**

Compiled by Deb House-Deere and Julie Beckett

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The Department of Education serves as the lead agency of Early ACCESS, a multiagency partnership supporting infants and toddlers with special needs, and their families. Partners include: the Iowa Department of Education, Iowa Department of Human Services, Iowa Department of Public Health, Child Health Specialty Clinics, families and other public and private persons, agencies and associations that serve young children with special needs and their families.

This document was prepared to meet the needs of families of children eligible for Early ACCESS, birth to age three. It has also been found helpful to families of children with special needs age three and older.

This document fulfills, in part, the IDEA, Part C 303.301 requirements of making a printed central directory available to families of children receiving Early ACCESS services. The document is available to the general public at all community libraries in Iowa. Iowa COMPASS, a component of the central directory requirement, is also available and provides information on public and private resources and services in Iowa. (For more information on Iowa COMPASS, see page xix.) Information on research and demonstration projects can be obtained by contacting:

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Heartland AEA  
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6500 Corporate Drive  
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Regional Coordinator, Area 15

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Marion Kresse, Early ACCESS Consultant

Tammy O'Hollearn, Community Health Consultant, IDPH

Carrie Fitzgerald, Early ACCESS Consultant

Lisa Sharp, Early ACCESS Consultant

Sharon Willis, Graphic Artist

Iowa COMPASS

Dear Parents and Providers:

This resource manual was prepared with you in mind. We know parents and providers are looking for sources of information about programs to help children.

Our name, Early ACCESS, represents our support to families in accessing the resources and services they need early in their children's lives. You will find information in the manual about resources that other Iowa families of children with special needs have found helpful.

We know that finding and figuring out how to get a resource can sometimes be a challenge. We hope this information will simplify that process. Please look at the matrix chart in the front of the manual to help you find the resources and services that you may need for your child.

We also want to encourage you to talk with an Early ACCESS Service Coordinator. They can assist you in figuring out what resources to look for, and how to get them. If you are not currently connected to an Early ACCESS Service coordinator, call Iowa COMPASS at 1-800-779-2001 or TTY: 1-877-686-0032 to get the number of the Early ACCESS office in your area. You may also contact the Early ACCESS Regional Coordinator listed on pages 283 and 284 of the manual.

Sincerely,

Julie Curry  
State Coordinator for Early ACCESS



## Quick Reference to Services

Name of Program/Service	Page Number	Assistive Technology	Audiology	Family Training and Counseling	Health/Nursing Services	Medical Services	Nutrition	Occupational Therapy	Physical Therapy	Psychological	Social Work	Special Instruction	Speech-Language	Transportation	Vision	Financial Resources	Other
Area Education Agency and School Districts Early Childhood and Special Education Services	3	X	X	X	X			X	X	X	X	X	X	X	X		X
Child Care Assistance	5																X
Child Care Resource and Referral of Iowa (CCR&R)	7																X
Child Health Specialty Clinics (CHSC)	9				X	X	X		X								X
Parent Consultant Network (CHSC)	11			X													X
Health and Disease Management (CHSC)	13			X													
Iowa High Risk Infant Follow-up Program (CHSC)	15			X	X	X	X					X					X
Regional Autism Services Program (CHSC)	17											X					
Regional Nutrition Consultation Service (CHSC)	19						X										X
Childhood Lead Poisoning Prevention Program	21					X											X
Early Hearing Detection and Intervention Program	23					X											X
EPSDT Care for Kids Program - (Early and Periodic Screening, Diagnosis and Treatment)	25		X	X	X		X				X			X	X		X



## Quick Reference to Services

Name of Program/Service	Page Number	Assistive Technology	Audiology	Family Training and Counseling	Health/Nursing Services	Medical Services	Nutrition	Occupational Therapy	Physical Therapy	Psychological	Social Work	Special Instruction	Speech-Language	Transportation	Vision	Financial Resources	Other
Family-Centered Services	27			X							X	X					X
Family Development and Self-Sufficiency (FaDSS)	29			X													X
Family Planning	31																X
Family Preservation Services	33			X												X	
Food Stamp Program	35																X
Healthy Child Care Iowa	37																X
Healthy Families Iowa - Healthy Opportunities for Parents to Experience Success (HFI-HOPES)	39			X													X
Hemoglobinopathy Screening and Prevention Care Program	41			X		X											X
AIDS/HIV Waiver (Home and Community-Based Services)	43			X	X	X					X			X			X
Brain Injury Waiver (HCBS)	45			X	X	X					X			X			X
Ill and Handicapped Waiver (HCBS)	47			X	X	X					X			X			X
MR Waiver (HCBS)	51			X	X	X					X			X			X
Home Care Aid Program	53			X							X			X			X
Iowa Braille School - Outreach Services	55	X													X		X

## Quick Reference to Services

Name of Program/Service	Page Number	Assistive Technology	Audiology	Family Training and Counseling	Health/Nursing Services	Medical Services	Nutrition	Occupational Therapy	Physical Therapy	Psychological	Social Work	Special Instruction	Speech-Language	Transportation	Vision	Financial Resources	Other
Iowa Community Empowerment	57																X
Iowa Head Start Programs	59			X	X		X				X						X
Iowa Neonatal Metabolic Screening Program	61					X											X
Iowa Project for Deafblind Services	63																X
Iowa Review of Family Assets	65																X
Iowa School for the Deaf (ISD)- Early Childhood/ Preschool Program	67	X	X	X	X			X	X	X	X	X	X		X		X
Long-Term Care Program	69	X			X		X	X	X	X	X	X	X	X			X
Maternal and Child Health Program (MCH)	71			X	X	X	X							X			X
Neuromuscular and Related Disorders Program	73					X											X
Parent-Educator Connection (PEC)	75			X													X
PROMISE JOBS	77			X													X
Public Health Nursing	79			X	X	X	X	X	X								X
Regional Genetic Consultation Services (RGCS)	81			X		X											X
Center for Disabilities and Development — Iowa's University Center for Excellence in Disabilities	83	X	X	X	X	X	X	X	X	X	X	X	X		X		X

## Quick Reference to Services

Name of Program/Service	Page Number	Assistive Technology	Audiology	Family Training and Counseling	Health/Nursing Services	Medical Services	Nutrition	Occupational Therapy	Physical Therapy	Psychological	Social Work	Special Instruction	Speech-Language	Transportation	Vision	Financial Resources	Other
Child Psychiatry Services (U of I)	85					X				X							X
Disability Resource Library (U of I)	87	X															X
Women, Infants, and Children (WIC) Supplemental Food Program	89						X				X						X
Children-At-Home	93			X												X	X
Community Living Program	95															X	
Emergency Assistance	97															X	
Family Investment Program (FIP)	99															X	
Family Support Subsidy Program	101															X	
State Supplemental Assistance (SSA)	103															X	X
Supplemental Security Income (SSI)	107															X	
Private Insurance Programs Private Health Insurance (PHI)	133					X											X
Group Health Insurance Plans (PHI)	133					X											X
Self-Purchased Individual Health Insurance (PHI)	133					X											X

## Quick Reference to Services

Name of Program/Service	Page Number	Assistive Technology	Audiology	Family Training and Counseling	Health/Nursing Services	Medical Services	Nutrition	Occupational Therapy	Physical Therapy	Psychological	Social Work	Special Instruction	Speech-Language	Transportation	Vision	Financial Resources	Other
Self-Insured or Self-Funded Plans - (PHI)	134					X											X
Health Maintenance Organizations (HMOs) (PHI)	134					X											X
Preferred provider Organizations (PPO's)	134					X											X
Iowa Comprehensive Health Plan (IHP)	149					X											X
Healthy and Well Kids in Iowa ( <i>hawk-i</i> )	151					X											X
Medicaid —Title XIX Medical Assistance	153					X											X
Health Insurance Premium Payment (HIPP) Program For Medicaid Recipients	155															X	X
Medicaid for Mothers and Children (MAC)	157															X	
Medically Needy	159																X
Presumptive Medicaid Eligibility	161																X
Medicare	163					X											X
Camp Courageous of Iowa Respite Care and Emergency Care Programs	167																X
Camp Courageous of Iowa Week-Long Camp Sessions																	

## Quick Reference to Services

Name of Program/Service	Page Number	Assistive Technology	Audiology	Family Training and Counseling	Health/Nursing Services	Medical Services	Nutrition	Occupational Therapy	Physical Therapy	Psychological	Social Work	Special Instruction	Speech-Language	Transportation	Vision	Financial Resources	Other
Camp Hand-in-Hand	171																X
Directory of Advocacy and Appeals	173																X
Directory of Iowa Camps	175																X
Directory of Family and Youth Organizations	177																X
Directory of Hot Lines	183																X
Camp Sunnyside Respite Care and Emergency Respite Care	187																X
Camp Sunnyside Week-Long Camps	189																X
IPAT - INFO TECH	191	X															X
IPAT - Iowa Able Loan Program	193															X	X
Iowa Protection and Advocacy (P&A) Services, Inc.	195																X
Iowa Respite and Crisis Care Coalition	197			X												X	X
Iowa State University Extension	199	X		X													X
Muscular Dystrophy Family Foundation	201															X	X
Legal Services Corporation of IA.	203																X
Parent Training and Information Center (PTI) of Iowa	205			X													X
The Governor's Developmental Disabilities Council	207																X
The Legal Center for Special Education	209																X

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# *Early ACCESS* *Overview...*



## **What** is Early ACCESS?

**E**arly ACCESS is a system of early intervention services provided to infants and toddlers with special needs and their families. Families and providers work together to identify and address specific family concerns and priorities as they relate to the child's overall growth and development. In addition, broader family needs and concerns can be addressed by locating other supportive services/resources in the local community for the family and/or child.

The purpose of the Early ACCESS system of services is for families and staff to work together in identifying, coordinating, and providing needed services/resources that will help the family assist their infant or toddler to grow and develop. The system is made up of many partners: providers from local public health, human services, child health specialty clinics, area education agencies, and other community programs.

## **Who** is eligible?

Infants or toddlers under the age of three may be eligible for Early ACCESS. Eligible children are those who:

- have a condition or disability that is known to have a high probability of later delays if early intervention services were not provided;

*or*

- are already experiencing a 25 percent delay in one or more areas of growth or development.

Evaluation and assessment activities are provided at no cost to families to determine if a child is eligible for Early ACCESS.

## **What** are early intervention services?

**Early intervention services** is a name for a number of services that have been found to be helpful to young children with special needs, and their families. The Early ACCESS system works with all of its partners to assure that the following early intervention services are available, if needed, for each eligible child and their family.

The Early ACCESS Service Coordinator and service providers work together with the family to identify priorities and develop a unique plan to address them. The team determines appropriate services for each child, which are written on an Individual Family Service Plan (IFSP). All early intervention services are to be provided in the child's natural environment, including the home and other community settings where children of the same age, without disabilities, would participate.

Services required to be available to children and families include:

- Assistive Technology
- Audiology
- Family Training/Counseling
- Health Services
- Medical evaluations to determine eligibility
- Nursing
- Nutrition
- Occupational Therapy
- Physical Therapy
- Psychology
- Social Work
- Special Instruction
- Speech Language Therapy
- Vision
- Transportation

For more detailed definitions of each service, parents and providers can contact the child and families Service Coordinator or the Early ACCESS Regional Coordinator in each area of the state. See pages 283 and 284.

## **What** is a Service Coordinator?

**A** Service Coordinator is the family's personal guide to the services and resources they may need for their infant/toddler, and family. The Early ACCESS Service Coordinator will:

- listen to the family's hopes, priorities, concerns, wishes, and questions;
- answer questions the family has and give more information

about Early ACCESS;

- help to find out about the child's health;
- assist in discovering how the child best plays, learns, communicates, and moves;
- help arrange evaluation and assessment activities to determine eligibility;
- tell families about resources and services in the community that match their priorities and concerns;
- work together with the family and providers to design a unique plan for the infant/toddler and family;
- help coordinate the services and review the progress made on the plan.

## **What** is the cost?

There are no costs to families for:

- service coordination activities;
- evaluation and assessment activities to determine eligibility;
- evaluation and assessment activities to identify the concerns, priorities, and resources of the family;
- development and reviews of the Individualized Family Service Plan (IFSP).

The Service Coordinator works with the family to determine costs and payment arrangements for the services listed on the IFSP. Costs are determined by a variety of factors that are individualized to each child and family.

## **Need** more information?

Call the Early ACCESS Regional Coordinator in your local area (pages 283 and 284) for resource information or referral to local Early ACCESS services. Call (515) 281-4522 for product information and free multilingual resources on early intervention.

## **What** is Iowa COMPASS?

**I**owa COMPASS is a free information and referral program for disability information. Iowa COMPASS provides a toll-free number that people can call for a wide range of information on services and supports for individuals with a disability. The hours are

Monday through Friday, 8 a.m. to 5 p.m. Information specialists are available via telephone and e-mail to answer questions about various programs or to help locate resources. They also have a web site with a searchable database for people to do their own searches for information.

## ***What*** services are provided?

Information and referral services.

## ***Where*** are services provided?

Not applicable

## ***Who*** is eligible/age requirements and cost for service?

Anyone may use this service at NO COST.

## ***For*** more information:

Voice: 1-800-779-2001

TTY: 1-877-686-0032

WEB: <http://www.medicine.uiowa.edu/iowacompass/>

e-mail: [Iowa-compass@uiowa.edu](mailto:Iowa-compass@uiowa.edu)



# ***Programs/ Services***



# ***Area Education Agency (AEA) and School Districts Early Childhood and Special Education Services***

## ***Description of Program and Services:***

**E**arly childhood professionals in the Area Education Agencies and local school districts are available to provide a variety of services and resources to support families and young children, birth through five years of age. Families and early childhood providers can request information about young children's development, have children's hearing, vision, and development checked, and work with early childhood professionals to enhance children's learning.

Early childhood professionals also provide training and work directly with early childhood providers in community settings such as preschool, child care, and Head Start programs to meet the developmental learning needs of young children. The Area Education Agencies and local school districts collaborate with partners in the community such as; health, human services, child care resource and referral, and community action agencies in order to meet the needs of early childhood providers, children and families.

In addition, a team of professionals with expertise in early childhood special education also provides specially designed interventions to support children with special health, behavioral or developmental needs. The interventions are designed to enhance the development of children, and support the families' priorities and concerns.

## ***Where services are provided:***

The settings where services are provided vary, depending on the children's age, as well as the resources being requested, and the services that the providers, children and families, may need to support and enhance children's development.

## ***What services are provided:***

- Assistive Technology
- Audiology
- Family Training and Counseling
- Health Services (Includes: services necessary to enable a child to benefit from other early interventions services, including nursing services. Does not include: Services that are surgical in nature; purely medical in nature; devices necessary to control or treat a medical or other condition; or medical-health services that are routinely recommended for all children.
- Occupational Therapy
- Physical Therapy
- Psychological Services
- Social Work Services
- Speech-Language Pathology
- Special Instruction
- Transportation and Related Costs
- Vision Services
- Professional Development for Early Childhood Providers



For example, the services may be provided during a child care training or parent education class offered in the community. Services for children and families may be provided in families' homes or early childhood settings such as: preschools, licensed child care centers, registered child care homes, or Head Start programs. Children could receive services in early childhood special education settings in the local school districts. Services may also be provided in a combination of these settings.

## **Who is eligible/age requirements:**

Early childhood services are for children, birth through 5 years of age, their families, and early childhood providers serving this age group.

The early childhood services that provide information and support to enhance children's early learning experiences are for all families and early childhood providers; therefore, there are no eligibility requirements.

Children that need specialized interventions to support their development are determined eligible by a team of professionals that may represent education, health, and human services. For infants and toddlers, eligibility is based on a developmental delay or high probability of experiencing a delay. For preschool-aged children, ages 3 and older, eligibility is based on their need for special education services.

## **Cost for service:**

Early childhood services provided to children and families are provided at no charge to families. There **may** be a fee for training opportunities for early childhood providers offered through the Area Education Agencies.

## **For more information or application:**

Requests for information should be made to an AEA (Appendix beginning on page 217) or to a local school district.

# Child Care Assistance

## Description of Program and Services:

Child care assistance is available to families with income at, or below, 140 percent of the federal poverty levels (see below). Child care services are provided without regard to income for families with a child with protective needs, participants in PROMISE JOBS - approved activities, recipients of FIP, and people whose earned income was considered in determining the needs of a FIP recipient.

### Financial Eligibility

Legal reference: 441 IAC 130.3(234);441 IAC 170.2(1)

Child care services are provided without regard to income for:

- Families with a child with protective needs.
- Participants in PROMISE JOBS-approved activities.
- Recipients of FIP.
- People whose income was considered in determining the needs of a FIP recipient.

Other families are financially eligible for Child Care Assistance when their monthly gross income, according to family size, is no more than the following amounts:

Family Size	MONTHLY GROSS INCOME	
	Column A (Basic care)	Column B (Special needs care)
1 member	\$1,034	\$1,292
2 members	1,393	1,741
3 members	1,752	2,190
4 members	2,112	2,640
5 members	2,471	3,089
6 members	2,830	3,538
7 members	3,190	3,987
8 members	3,549	4,436
9 members	3,908	4,885
10 members	4,268	5,335
11 members	4,627	5,784
12 members	4,986	6,154
13 members	5,346	6,227
14 members	5,705	6,400
15 members	6,064	6,523
16 members	6,424	6,646
17 members	6,770	6,770
18 members	6,893	6,893
19 members	7,016	7,016
20 members	7,139	7,139

For column A, add \$123 for each additional person over 20 members.

For column B, add \$123 for each additional person over 20 members.

**Note:** See **Fee Schedule** for the assessment of fees.

## What Services are Provided:

- Financial Assistance for Child Care

## **Where** services are provided:

Child care services are authorized by a DHS Social Worker or PROMISE JOBS worker. Parents may choose child care from a licensed child care center, a registered family or group child-care home, a non-registered family child care home, the child's own home, a relative's home, or a child care facility which is exempt from licensing or registration.

## **Who** is eligible/age requirements:

Families meet the need for services when:

- The parent or parents are in full-time academic or vocational training.
- The parent or parents are employed 28, or more, hours per week or an average of 28, or more, hours per week during the month.
- The child is a member of a family with a confirmed case of child abuse or is at risk due to episodes of family or domestic violence or substance abuse which have resulted in a referral to family preservation or family-centered services.
- The parent who normally cares for the child is absent from the home due to hospitalization, physical or mental illness, or death. (Assistance limited to a maximum of one month).
- The parent or parents are looking for employment. (Assistance limited to 30 working days in a 12-month period).
- The parent participates in approved PROMISE JOBS activity.
- Children are eligible for services up to age 13. Children with special needs are eligible up to age 19.

## **Cost** for service:

A parent co-payment is required, based on family size and monthly gross income. Fees are not assessed to families at, or below, 100 percent of the federal poverty guidelines; families with a child with protective needs where services are provided without regard to income; participants in approved PROMISE JOBS activities, other than paid employment.

## **For** more information or application:

Contact the local county office of the Iowa Department of Human Services listed in the Appendix on pages 229 through 242. Ask to speak with the DHS Social Worker.

# ***Child Care Resource and Referral of Iowa (CCR&R)***

## **Description of Program and Services:**

**T**he mission of Child Care Resource and Referral of Iowa (CCR&R) is to actively respond to community needs for affordable and accessible quality child care by providing resources, education and advocacy for children, parents, child care providers, and employers.

Child Care Resource and Referral provides services to:

1. Assist parents in choosing child care to meet their priorities
2. Maintain and increase the quality of child care and services
3. Increase community interest in child care and provide a structure for child care planning

## **Where services are provided:**

Over the telephone or directly at child care settings. See Appendix beginning on page 213 to locate the nearest CCR&R.

## **Who is eligible/age requirements:**

Parents seeking child care and child care providers.

## **Cost for service:**

Sliding-fee scale available to parents based on family income.

## **What services are provided:**

- Information about how to choose child care which meets their needs
- Information about types of child care
- Information on available child care (sliding-fee scale available to parents based on family income)
- Education on parenting and child care
- Support in working with child care providers
- Information available on child care subsidy
- Mediation in disputes between provider and parents
- Information on child development
- Training and technical assistance

## ***For* more information or application:**

For more information call 1-800-424-2246. This is the number anyone across the state may use. It's called the "Child Care Aware" phone line.

### **Child Care Resource and Referral Lead Agencies**

#### **Mid-Sioux Opportunity, Inc.**

418 Marion Street, P.O. Box 390

Remsen, Iowa 51050

Director's e-mail: [rlassen@mid-siouxopportunity.org](mailto:rlassen@mid-siouxopportunity.org)

Phone: (712) 786-2001 or 800-859-2025

FAX: (712) 786-3250

#### **Exceptional Persons, Inc.**

760 Ansborough, P.O. Box 4090

Waterloo, Iowa 50704

Director's e-mail: [jlane@episervice.org](mailto:jlane@episervice.org)

Phone: (319) 233-0804 or 800-475-0804

FAX: (319) 274-8841

#### **West Central Development Corporation**

611 Court Street, P.O. Box 709

Harlan, Iowa 51537

Director's e-mail: [gthompson@harlannet.com](mailto:gthompson@harlannet.com)

Phone: (712) 755-7381 or 800-945-9778

FAX: (712) 755-7827

#### **Karen King, CCR&R Director**

#### **Child Care Resource and Referral of Central Iowa**

1200 University, Suite H

Des Moines, Iowa 50314

Director's e-mail: [kking@co.polk.ia.us](mailto:kking@co.polk.ia.us)

Phone: (515) 286-2004 or 800-722-7619

FAX: (515) 283-9293

#### **Iowa East Central T.R.A.I.N.**

#### **Community Child Care Resource and Referral Center**

2804 Eastern Avenue

Davenport, Iowa 52803

Director's e-mail: [mjhuddleston@iowatrain.org](mailto:mjhuddleston@iowatrain.org)

Phone: (563) 324-1302 or 800-369-3778

FAX: (563) 324-7736

# *Child Health Specialty Clinics (CHSC)*

## **Description of Program and Services:**

**C**HSC provides evaluation and treatment for children and youth with known or suspected chronic health problems. Professionals in cardiology, orthopaedics, pediatrics, physical therapy, psychology, and other selected disciplines are an integral part of CHSC services. CHSC also helps families find and organize other local services that their children may need. CHSC works closely with the Iowa Department of Public Health and other state and local organizations that help families.

Child Health Specialty Clinics is a public health program whose mission is to improve the health, development, and well-being of children and youth with special health-care needs in partnership with families, service providers, and communities.

## **Where services are provided:**

Clinical and consultation services are available through 14 Regional centers (See Appendix pages 219-222). Mobile Clinic services are provided at community sites throughout the state. Selected other services may also be provided in the home, office, or child care setting and alternate sites that meet the needs of families (i.e., park, etc.).

## **Who is eligible/age requirements:**

CHSC serves any Iowa child or youth from birth through age 21 with or at risk of a chronic health condition or disability which includes psychosocial, physical, health-related, educational, and behavioral needs. The specific health concerns may be simple or complex, short-term, or long-term.

## **What services are provided:**

- Nursing
- Medical
- Nutrition
- Care Coordination
- Assistance in obtaining Home Care, waiver services, and available financial resources
- Family-to-family support
- Assistance in locating child care for special needs children
- Evaluation and assessment
- Direct clinical services
- Autism consultation
- Advocacy on behalf of children with special health care needs

Providers include physicians, pediatric nurse practitioners, nurse clinicians, physical therapists, nutritionists, physician assistants, parent consultants, educational consultants, and other related health care personnel.

## **Cost** for service:

Fees are on a sliding-fee scale based on adjusted gross family income, number of tax exemptions, and extenuating circumstances. No family is denied services due to inability to pay. Various funding sources may be used including, but not limited to, Medicaid, Private Insurance, EPSDT (Early and Periodic Screening, Diagnosis, and Treatment), and Early ACCESS funding.

## **For** more information or application:

Contact the Child Health Specialty Clinic nearest your home listed in the Appendix beginning on page 219 or the central office in Iowa City. Families may call our scheduling number, collect, Monday through Friday at (319) 356-1472, or our toll-free number at 866-219-9119.

# ***Child Health Specialty Clinics — Parent Consultant Network***

## **Description of Program and Services:**

**T**he Child Health Specialty Clinics Parent Consultant Network is a statewide network of parents who have children with special health care needs. Child Health Specialty Clinics has identified family participation in developing and implementing care plans for a child with special health-care needs as a necessary and effective method of achieving beneficial outcomes.

## **Where services are provided:**

Services may be provided to families via a phone call in person through a clinic, group meetings, or community settings depending on the needs of the family.

## **Who is eligible/age requirements:**

Services are provided to Iowa families with children or young adults, birth through age 21, who have special health-care needs.

## **Cost for service:**

Services of the Parent Consultant Network are free to participants.

## **What services are provided:**

Parent Consultants provide the following:

- A network of parents in similar situations
- Knowledge about service systems
- Experience in caring for a child with special health care needs
- Assistance to other parents in developing knowledge, confidence, and problem solving skills
- Encouragement to parents to seek medical consultation and care-coordination assistance to help them play an active role in planning and organizing services for their children
- Support that includes sharing information and referrals to service agencies, funding sources, and parent groups



***For*** more information or application:

Contact the Parent Consultant Network by calling the nearest CHSC Regional Center (see Appendix pages 221-222). Families may call collect.

# *Health and Disease Management*

## **Description of Program and Services:**

**H**ealth and Disease Management (HDM) provides the family centered care coordination services of the Child Health Specialty clinics (CHSC), Iowa's Title V program for children with special health care needs. HCM staff help locate and organize resources enabling these children to grow up with other family members and participate in normal community activities. The goals of HDM are to promote quality health care, to offer support to families and communities, and to help families obtain assistance needed to care for their child in the home.

## **Where services are provided:**

Case management and care coordination are provided at the regional CHSC offices. Parents can call the nearest CHSC Regional Center, see Appendix pages 219 and 220, or the central office to register for this program.

Child Health Specialty Clinics  
Health and Disease Management  
Center for Disabilities and Development  
100 Hawkins Drive, Room 246  
Iowa City, Iowa 52242-1011  
Telephone: (319) 356-1184  
(TDD): (319) 356-6085  
Toll Free: 1-866-219-9119

## **Who is eligible/age requirements:**

HDM services are available to Iowa children and youth, from birth through age 21, who have special health care needs. This may include children with cerebral palsy; other neuromuscular conditions; lung problems, requiring oxygen, or ventilator assistance; cystic fibrosis; juvenile arthritis; complex heart conditions; birth defects; feeding difficulties; severe neurologic conditions; autism; attention-deficit hyperactivity disorder; or other health related behavioral problems.

## **What services are provided:**

HDM provides care coordination services. It does not pay medical bills nor provide in home services. The HDM team includes pediatric nurses, parent consultants, and other professionals. HDM care coordination services are provided in the following ways:

- **Preliminary Planning and Health Care Monitoring** — The HDM team helps develop a plan of care for children newly diagnosed with a chronic condition. In some cases it assists with the initial coordination of services for children returning home from a hospital stay. The team also helps families who are applying for or receiving early intervention services or Medicaid Home and Community Based Services (HCBS) Waiver programs. Often, families just need information about available services and health financing programs
- **Long-Term Health Coordination**— Ongoing care coordination is provided for a limited number of children with highly complex needs. These children have severe chronic illnesses, depend on medical technology for daily life support, or have complex health needs, which require many community services
- **Technical Assistance and Consultation** — The HCM team conducts a variety of consultation, awareness,

and training activities. The team provides information and answers questions about educationally related health problems, early intervention services, autism services, and public programs, such as Supplemental Security Income (SSI) and Medicaid. The team also helps link parents with respite care, child care, family support groups, and other resources. Training on care coordination and related issues may also be available, as time and resources allow

- **Care Coordination Systems Development**—Developing and advocating for care coordination standards, policies and delivery systems statewide is another role of the HDM team. They have helped develop policies and procedures for school health services, early intervention services, HCBS Waiver programs, Medicaid programs, such as EPSDT (Early and Periodic Screening, Diagnosis, and Treatment), child care programs, and other services
- **Health and Disease Management** —These services are provided throughout the state in all 14 CHSC Regional Centers

## **Cost for service:**

There is no cost to the family. Some private or public funding may be needed for long-term care coordination services for a child with highly complex needs.

## **For more information or application:**

HDM care coordination services may be requested through CHSC regional centers or by contacting the central office.

Child Health Specialty Clinics  
Health and Disease Management  
Center for Disabilities and Development  
100 Hawkins Drive, Room 246  
Iowa City, Iowa 52242-1011  
Phone: (319) 356-1184  
(TDD): (319) 356-6085  
Toll Free: 1-866-219-9119

# ***Iowa High-Risk Infant Follow-up Program***

## **Description** of Program and Services:

**T**he Iowa High-Risk Infant Follow-up Program is a service program to provide in-depth developmental assessments for children who received care in a neonatal care unit during the first 27 days of their lives.

## **Where** services are provided:

Services are provided in a hospital or clinical setting.

## **Who** is eligible/age requirements:

Any family in Iowa whose baby, birth to 30 months of age, would have met any one of the following biological factors during the first 27 days of life is eligible. These factors are:

- Birth weight less than 1500 grams.
- Clinical diagnosis of Central Nervous System infection.
- Respiratory distress syndrome or other types of respiratory distress requiring medical ventilation for two hours or more.
- Asphyxia neonatorum as indicated by five minute Apgar of six or less.
- Hypoglycemia, as proven by two consecutive blood glucose levels of 40 mgm percent or less.
- Neonatal seizures, as documented by physician observation with concurrence of staff neonatologist in Iowa City, or attending pediatrician in Level II centers.

## **What** services are provided:

- Developmental assessment
- Physical examination
- Neurological examination
- Growth and nutrition counseling
- Education
- Resource and referral

- Infants demonstrating hypotonia on discharge examination.
- Polycythemia: Central hematocrit of 65, or higher, or 60-64 with signs and partial exchange transfusion, with resolution of signs occurring within the first 24-hours of life.
- Maternal substance abuse during pregnancy.
- Other examples include: sepsis; small for gestational age; hyperbilirubinemia (requiring exchange transfusion); intraventricular hemorrhage, sibling meets criteria (from same birth); Intrauterine transfusion; those who will be entering environments which present severe psychosocial concerns; medical doctor request.

### **Cost for service:**

Services are provided at no charge.

### **For more information or application:**

Contact the University of Iowa Hospital and Clinics at (319) 353-6880 or the Child Health Specialty Clinic nearest you listed in the Appendix on pages 219, 220, and 221.

# ***Regional Autism Services Program***

## ***Child Health Specialty Clinics***

### **Description of Program and Services:**

**T**his program provides general consultation, problem-solving activities, and resource and referral information to those suspected to have, or those who have confirmed medical or educational definition of autism spectrum disorders (i.e., Asperger's Disorder or Autism Persuasive Developmental Disorder).

This program also provides numerous training opportunities for a variety of constituents, including parents. The Regional Autism services program also maintains a lending library of many autism specific resources. This program does not provide direct child services.

### **Where services are provided:**

Clinical and consultation services are available through 14 Regional Centers listed in the Appendix on pages 219 and 220. Mobile Clinic services are provided at community sites throughout the state. Educational training may occur in a variety of locations throughout the state.

### **Who is eligible/age requirements:**

Services are available to children, birth through age 21, who are suspected of or have a confirmed medical or educational definition of autism spectrum disorders.

### **What services are provided:**

- General consultation
- Problem-solving activities
- Resource and referral information
- Educational materials or resources
- Training and support
- General in-services
- Technical assistance to schools or teams working with children

**Cost** for service:

There is no cost for this program.

**For** more information or application:

Referrals are made directly by calling: (319) 356-4619.

# ***Regional Nutrition Consultation Service***

## ***For Children with Special Health Care Needs***

### ***Description of Program and Services:***

**T**his program provides community-based nutrition assessment and follow-up services to children whose chronic condition involves nutritional status. Attention is given to energy and nutrient needs as well as feeding considerations.

This program is sponsored by Child Health Specialty Clinics.

### ***Where services are provided:***

Services are usually provided in a clinic setting, but can occur in other settings according to arrangements made by families and dietitians.

### ***Who is eligible/age requirements:***

Any child, birth through age 21, is eligible.

### ***Cost for service:***

There is no charge to families.

### ***For more information or application:***

Contact the Regional Child Health Specialty Clinic nearest you. A list of the Regional Clinics is in the Appendix on pages 219, 220 and 221.

### ***What services are provided:***

- Nutritional assessment
- Care planning
- Follow-up

The initial assessment and length of follow-up is based primarily on the clinical judgement of the dietitian and family needs. Services are provided by registered dietitians.





# ***Childhood Lead Poisoning Prevention Program***

## **Description of Program and Services:**

**T**he Childhood Lead Poisoning Prevention Program oversees blood lead testing of children, provides case management services when children are identified as lead-poisoned, and conducts education and outreach services regarding childhood lead poisoning.

## **Where services are provided:**

Case management services are provided to the family within their natural environment (most often their home). Blood lead testing occurs in a physician's office, public health clinic, or within the child's home.

## **Who is eligible/age requirements:**

Blood lead testing is usually provided only for children under the age of six years. Case management services are provided for children who have a blood lead level greater than or equal to 10 micrograms per deciliter. Environmental investigations are provided when a child has had two venous blood lead levels of 15 to 19 micrograms per deciliter or a single venous blood lead level greater than or equal to 20 micrograms per deciliter.

## **Cost for service:**

In approximately 40 counties, blood lead testing is available at no charge for families who are not covered by Medicaid or insurance. Case management services are provided statewide for all lead-poisoned children at no charge to the family.

## **What services are provided:**

- Blood lead testing
- Case management
- Education and referral
- Environmental testing

***For*** more information or application:

Contact the Iowa Department of Public Health at 1-800-972-2026.

# ***Early Hearing Detection and Intervention Program***

## ***Description*** of Program and Services:

**E**arly Hearing Detection and Intervention (EHDI) is a voluntary program in Iowa hospitals with birthing centers. The goal is to provide universal newborn hearing screening services to all of Iowa's children and to develop a system to ensure early diagnosis of infant hearing loss. Currently, nearly 96 percent of birthing hospitals in Iowa implement universal screening of newborns.

## ***Where*** services are provided:

In most instances, a hearing screening is completed before babies leave the newborn nursery. Should a newborn not be screened before leaving the hospital, the hospital will recommend a follow-up screen at the local Area Education Agency or another designated screening site.

## ***Who*** is eligible/age requirements:

The hearing screening program is voluntary for all newborn infants.

## ***Cost*** for service:

There may or may not be a charge for services. Various funding sources may be used including, but not limited to: Medicaid, Private Insurance, EPSDT (Early and Periodic Screening, Diagnosis, and Treatment), and Early ACCESS funding. This varies by provider.

## ***What*** services are provided:

- Hearing screen
- Referral for additional testing
- Educational materials

## ***For* More Information or Application:**

Contact your local hospital or you may contact the following individuals:

Denise Ramsey

Iowa Department of Public Health

321 East 12th Street

Lucas Building, 5th Floor

Des Moines, Iowa 50319

Phone: (515) 242-5639

e-mail: [dramsey@idph.state.ia.us](mailto:dramsey@idph.state.ia.us)

Lenore Holte

Center for Disabilities and

Development

100 Hawkins Drive

Iowa City, Iowa 52242

Phone: (319) 356-1168

e-mail: [lenore-holte@uiowa.edu](mailto:lenore-holte@uiowa.edu)

# ***EPSDT Care for Kids Program (Early and Periodic Screening, Diagnosis, and Treatment)***

## **Description** of Program and Services:

**T**he Iowa's EPSDT *Care for Kids* Program emphasizes assuring access to preventive health care and the importance of early and regular well child examinations. This is achieved by the following:

- Supporting families to make informed health care choices based on identified needs.
- Teaching families to manage care coordination activities that will assist them in gaining access to preventive care.
- Assisting families to establish and maintain a medical home for their children.
- Encouraging continuity of care for children.
- Decreasing fragmentation and duplication of medical care.
- Educating families to promote healthy beliefs, attitudes, and behaviors.

## **Where** services are provided:

Services are provided through community-based Title V agencies that cover all 99 counties of Iowa. In most areas of the state the Title V provides care coordination activities under this program to assure access to a medical home. Other areas that document a medical shortage area will provide the entire package of EPSDT services directly at the community-based Title V agency.

## **What** services are provided:

- Audiology
- Family Training and Counseling
- Health Services (Includes: services necessary to enable a child to benefit from other early intervention service, and includes nursing services. Does not include: services that are surgical in nature; purely medical in nature; devices necessary to control, or treat, a medical or other condition; or medical-health services that are routinely recommended for all children)
- Nutrition Services
- Social Work Services
- Transportation and Related Costs
- Vision Services
- **Informs** all newly eligible Medicaid clients of the EPSDT *Care for Kids* Program
- **Provides** Care Coordination services to children 0-21 years
- **Assures** access to the complete package of Health Screening services by referrals when needed
- **Assures** that after a diagnosis is made, the appropriate referral is made for treatment

## ***Who*** is eligible/age requirements:

Medicaid clients from birth until age 21.

## ***Cost*** for service:

All EPSDT services are fully covered by Medicaid. Parents or guardians should contact their local DHS office to enroll in Medicaid. This automatically enrolls the child in the EPSDT program.

## ***For*** more information or application:

Contact the EPSDT Care for Kids Program. (See appendix beginning on page 225).

# ***Family-Centered Services***

## ***Description*** of Program and Services:

**F**amily-Centered Services address the needs and problems of children within the context of their family. Family-centered services are designed to prevent child abuse/neglect; to prevent, or reduce, the length of out-of-home placements, or to maintain reunification when children have been returned home.

Family-centered services promote self-sufficiency by providing temporary services that help families in developing their ability to use their own resources and strengths to reduce stress on the child or family. Resources, provided by the Department of Human Services and the community, assist the family to maintain family function and stability.

Families are referred to the Department of Human Services for family-centered services as a result of child abuse investigations, referrals from juvenile court, schools, or other community agencies or self-referrals from families.

## ***Where*** services are provided:

Services are provided in the family home.

## ***Who*** is eligible/age requirements:

Children under the age of 21 who need services to prevent child abuse, neglect, or delinquency. Services are also available for children at risk for out-of-home placement due to emotional or behavioral problems.

## ***What*** services are provided:

- Family Training and Counseling
- Social Work Services
- Special Instruction
- Other Services

MR/DD respite care



## **Cost** for service:

Services are provided to families without regard to their income.

## **For** more information or application:

Contact your local DHS office, see list beginning on page 229 of the Appendix.

# ***Family Development and Self-Sufficiency (FaDSS)***

## **Description of Program and Services:**

**T**he FaDSS (Family Development and Self-Sufficiency) Program is a supportive service to assist Family Investment Program (FIP) families with significant or multiple barriers reach self-sufficiency. FaDSS partners with PROMISE JOBS (employment and training program for families receiving cash assistance through FIP. FaDSS provides intensive case management through certified Family Development Specialists. FaDSS staff have small caseloads, just over 20 cases per worker. Families appropriate for FaDSS services are those on FIP that have the most significant barriers to self-sufficiency. This is a voluntary program.

The core service components of FaDSS are: home visits, assessment using self-reflection and various assessment tools, short- and long-term goal setting that will lead to the achievement of economic sufficiency, referral to community resources, advocacy, and provision of special needs (where funding is available).

## **Where services are provided:**

Services are provided in the family home.

## **Who is eligible/age requirements:**

Families who receive FIP benefits.

## **Cost for service:**

There is no cost to the families.

## **What services are provided:**

- Family Training and Counseling
- Family assessment
- Referral services
- Provision of special needs (if funding is available)

## ***For*** more information or application:

For a list of FaDSS Grantees for Fiscal Year 2002 see Appendix beginning on page 243.

Contacts:      Tim Fitzpatrick, FaDSS  
                     Lucas State Office Building  
                     Des Moines, Iowa 50319  
                     (515) 281-5938

                     Janet Gautin  
                     (515) 242-5895

                     Lorie McCormick  
                     (515) 281-3791

# ***Family Planning***

## **Description** of Program and Services:

**F**amily Planning Clinics provide confidential, reproductive health services to persons of reproductive age. Services include physical exam, cancer screening, contraception, STD testing and treatment, and health education and counseling.

## **Where** services are provided:

Services are available through local clinics. See the clinics listed in the Appendix beginning on page 247.

## **Who** is eligible/age requirements:

Services are available to all regardless of religion, race, color, age, sex, number of pregnancies, or marital status.

## **Cost** for service:

Cost of services is based on the ability to pay. Service is free for persons with incomes at or below 100 percent of the Federal Poverty Level. A sliding fee scale is available for persons between 100 percent and 250 percent of the Federal Poverty Level.

## **For** more information or application:

Contact the nearest family planning agency. For a complete listing, please see the Appendix page 247. For assistance in locating local clinical services, call “Healthy Families” at 1-800-369-2229.

## **What** services are provided:

- Physical exam
- Cancer screening — pap smear, breast exam
- Birth control methods
- Blood pressure and anemia screening
- Infertility exam, counseling, and referral
- Reproductive health promotion
- Education and counseling
- Responsible decision-making
- STD testing and treatment
- Pregnancy testing



# ***Family Preservation Services***

## ***Description of Program and Services:***

**F**amily preservation provides highly intensive, in-home service interventions to protect children and to prevent out-of-home placement of children. Services are tailored to meet the individual needs of families in crisis, and consist of the following components: skill development, therapy and counseling, and psycho-social evaluation.

Family preservation services enable DHS to intervene quickly and effectively in family crisis that often results in out-of-home placement. Family preservation services are distinguished by:

- Brief (45-day average) service duration.
- Caseloads of four families per worker.
- 24-hour per day service response capabilities.
- Availability of funds that workers can use to purchase “hard” resources such as food, clothing, emergency shelter, and other time-limited assistance when such assistance would directly help prevent placement of the child.

## ***Where services are provided:***

Services are provided in the family home.

## ***Who is eligible/age requirements:***

Services are available, without regard to income, when the family has a child who is:

- At imminent risk, or high risk, of out-of home placement; or

## ***What services are provided:***

- Family Training, and Counseling
- 24-hour response capability
- Emergency cash assistance

- In placement 30 days, or less, who could return home within five days of initiation of family preservation services.

### **Cost** for service:

There is no cost for this service.

### **For** more information or application:

Contact your local Department of Human Services. See Appendix beginning on page 229.

# ***Food Stamp Program***

## ***Description of Program and Services:***

**T**he primary purpose of the Federal Food Stamp Program is to promote the general welfare and to safeguard the health and well-being of the nation's population by raising levels of nutrition among low-income households. Increasing the use of food, in establishing and maintaining adequate levels of nutrition, fights hunger and malnutrition among members of low-income households. The Food Stamp Program is operated through a cooperative Federal/State effort.

## ***Where services are provided:***

Not applicable.

## ***Who is eligible/age requirements:***

Eligibility factors include both nonfinancial and financial criteria. An example of a non-financial eligibility factor is that the recipients must be residents of Iowa. Financial factors include income and resource limits.

## ***Cost for service:***

Usually no cost is associated with this program.

## ***What services are provided:***

- The Food Stamp Program provides benefits to low-income people that they can use to buy food to improve their diets. Food stamp recipients spend their benefits (in the form of paper coupons or electronic benefits on debit cards) to buy eligible foods in authorized retail food stores.



***For*** more information or application:

Contact your local DHS office, see the list beginning on Appendix page 229.

# *Healthy Child Care Iowa*

## **Description** of Program and Services:

**H**ealthy Child Care Iowa supports registered nurse child care health consultants throughout Iowa. The child care health consultants (CCHC) provide on-site consultations, technical assistance, and training to child care providers.

## **Where** services are provided:

Services are provided in licensed child care centers, registered child development homes, preschools, Head Start or Early Head Start, and non-registered child care homes.

## **Who** is eligible/age requirements:

Services are available to all Iowa child care providers.

## **Cost** for service:

Most consultation and technical assistance services are offered at no cost or very low cost. There may be a charge associated with training sessions.

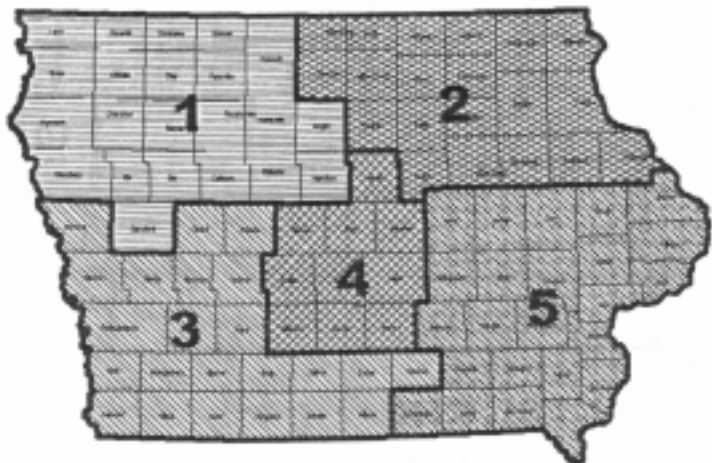
## **For** more information or application:

Child care providers and families may contact the Healthy Child Care Iowa talkline at 1-800-369-2229. Iowans may also use the Internet site at: [www.idph.state.ia.us/hcci](http://www.idph.state.ia.us/hcci)

## **What** services are provided:

- Assessment of the child care environment for health and safety policy and practices
- Review of child health portion of enrollment record for health status of child, and identify overall health and safety needs of the whole group of children enrolled in child care
- Program planning with child care providers to meet the National Health and Safety Standards for Out-of-Home child care
- Issues specific consultation for identification of health and safety needs
- Technical assistance for specific problems or need areas
- Training of child care providers on health and safety issues
- Assist child care providers in drafting policy or procedures pertaining to health and safety
- Audit of immunization records, incident reports, etc.

# ***Regional Child Care Health Consultants Child Care Resource and Referral Lead Agencies by Service Delivery Areas***



## **Area 1 Northwest Iowa**

Kim Schroeder, RN  
Mid-Sioux Opportunity, Inc.  
418 Marion Street  
P.O. Box 390  
Remsen, Iowa 51050  
e-mail: [kschroeder@mid-siouxopportunity.org](mailto:kschroeder@mid-siouxopportunity.org)  
Phone: (712) 786-3493 or  
800-859-2025  
FAX: (712) 786-3250

## **Area 2 Northeast Iowa**

Marsha Platt, RN, BSN  
Exceptional Person, Inc.  
760 Ansborough Avenue  
P.O. Box 4090  
Waterloo, Iowa 50704  
e-mail: [marsha.platt@episervice.org](mailto:marsha.platt@episervice.org)  
Phone: (319) 233-0804 or  
800-475-0804  
FAX: (319) 274-8841

## **Area 3 Southwest Iowa**

Paula Halbur, RN, BSN  
West Central Development Corporation  
1105 8th Street  
P.O. Box 709  
Harlan, Iowa 51537  
e-mail: [phalbur@harlannet.com](mailto:phalbur@harlannet.com)  
Phone: (712) 755-7381 or  
800-945-9778  
FAX: (712) 755-7827

## **Area 4 Central Iowa**

Karen Doughan, RN, BS  
CCRR of Central Iowa  
1200 University, Suite H  
Des Moines, Iowa 50314  
e-mail: [kadougha@co.polk.ia.us](mailto:kadougha@co.polk.ia.us)  
Phone: (515) 286-3697 or  
800-722-7619  
FAX: (515) 283-9293

## **Area 5 Southeast Iowa**

Vacant  
Iowa East Central T.R.A.I.N.  
Community Child Resource Referral Center  
2804 Eastern Avenue  
Davenport, Iowa 52803  
e-mail:  
Phone: (563) 324-1302 or  
800-369-3778  
FAX: (563) 324-7736

## **State Contacts**

Sally Clausen, ARNP, BSN  
Healthy Child Care Iowa  
Iowa Department of Public Health  
321 East 12th Street  
Des Moines, Iowa 50319-0075  
Phone: (515) 281-6071 or  
800-383-3826  
FAX: (515) 242-6384  
e-mail: [sclausen@idph.state.ia.us](mailto:sclausen@idph.state.ia.us)

Health Child Care Iowa Talkline: **1-800-369-2229**  
Healthy Child Care Iowa webpage: [www.idph.state.ia.us/hcci](http://www.idph.state.ia.us/hcci)

# ***Healthy Families Iowa***

## ***Healthy Opportunities for Parents to Experience Success HFI—HOPES***

### **Description of Program and Services:**

**H**ealthy Families program is a home visiting prevention program designed to promote healthy, safe, and stable families integrated into their community. The program provides support services to families during the prenatal period and through their children's preschool years. Services are designed to promote optimal child development, improve family coping skills and functioning, promote positive parenting skills and family interaction, and to prevent child abuse and neglect.

Paraprofessionals administer this program with families through a partnership with a professional.

### **Where services are provided:**

Services are provided to families in their homes or a community setting based upon their needs.

This program is available in the following ten counties in Iowa: Black Hawk, Buchanan, Clinton, Hamilton, Lee, Muscatine, Polk, Scott, Wapello, and Woodbury. Additional counties utilize alternate sources of funds to adopt all, or some, of the components of the Healthy Families America model to implement similar home visiting prevention programs in their communities.

### **Who is eligible/age requirements:**

This program is available to pregnant women or families with a newborn who are screened as high risk. This program is voluntary.

### **What services are provided:**

- Home visiting
- Outreach
- Referral
- Parent skills training
- Child development education

Services may continue until the child reaches the age of four based upon the continued family need. Should a local project be at full capacity, the HOPES project will assist the family's connection with alternative family support services available in the community.

### **Cost** for service:

Eligible families are not responsible for the cost of program services.

### **For** more information or application:

Contact the counties listed in the Appendix beginning on page 261 to learn more about the program or how to apply.

# ***Hemoglobinopathy Screening and Prevention Care Program***

## **Description of Program and Services:**

**N**ewborn screening for sickle cell anemia and other hemoglobin disorders is mandatory in Iowa. The Iowa Newborn Metabolic Screening program (See Appendix on page 253) provides newborn screening services for the state. The Hemoglobinopathy Comprehensive Care Program offers education and treatment for babies identified through newborn screening and other individuals with known or suspected sickle cell disorders, thalassemia, or other hemoglobinopathies. The program works with the family and their local physician.

Staff of the Hemoglobinopathy Program are available, on request, to assist with in services and/or community education activities related to blood disorders.

## **Where services are provided:**

Medical specialists travel to towns and cities throughout Iowa to provide services. Coordination of services and consultation occurs with local doctors, clinics, and hospitals throughout Iowa.

## **Who is eligible/age requirements:**

Any person, newborn to adulthood, with a known or suspected sickling disorder, thalassemia, or other hemoglobinopathy is eligible.

## **What services are provided:**

- Diagnostic and confirmatory testing
- Resource and referral
- Education
- Genetic counseling in conjunction with the Regional Genetics Consultations Service
- Consultation
- Follow-up

## **Cost** for service:

Private insurance and Medicaid (Title XIX) will be billed if the family has coverage. A sliding fee scale will be utilized, only after insurance has been billed and received, based on the Federal Poverty Guidelines of 185 percent.

The program provides initial advice and information regarding resources free of charge.

## **For** more information or application:

Contact:

University of Iowa Health Care  
Iowa Hemoglobinopathy Screening and  
Comprehensive Care Program  
University of Iowa Hospitals and Clinics  
Iowa City, Iowa 52242-1083  
Phone: (319) 356-1400  
(319) 356-4328

# ***Home and Community-Based Services AIDS/HIV Waiver***

## ***Description of Program and Services:***

**T**he AIDS/HIV waiver program is a Medicaid program designed to maintain an eligible child in his/her home or community. In order to extend Medicaid eligibility and expand the range of services to groups of persons with disabilities, the federal government must “waive” certain Medicaid regulations.

Medicaid coverage is provided for basic health care services plus the additional waiver services to keep the person out of a medical institution.

## ***Where services are provided:***

Services are generally provided in the home.

## ***Who is eligible/age requirements:***

A child who meets the following criteria may be eligible:

- The child has tested positive for HIV or has been diagnosed as having Acquired Immune Deficiency Syndrome (AIDS).
- The child is in need of long-term care services that would otherwise be provided in a hospital or nursing facility.
- The child must be eligible for Medicaid and have individual resources of no more than \$2,000, and a monthly income no greater than \$1,482.
- The waiver services must also be: necessary, available, and cost-effective when compared to institutional care.
- Total monetary cost for waiver cannot exceed \$1,650.

## ***What services are provided:***

- Respite
- Nursing
- Home Health Aide
- Homemaker
- Consumer-directed Attendant Care
- Counseling

## ***Mandated services:***

- One unit of any service is required per calendar quarter.



## **Cost for service:**

Services are provided at no cost to the family. Families will need to contribute any applicable third-party payments (insurance) to the cost of waiver services. Medicaid pays only for that portion of allowable medical and waiver service expenses that insurance does not cover.

## **For more information or application:**

Contact the local county office of the Department of Human Services. See the list beginning on Appendix page 229.

1. Ask to speak to an Income Maintenance Worker (IM worker) to apply for Medical Assistance for the AIDS/HIV waiver program.
2. A physician must confirm a diagnosis of AIDS/HIV.
3. The child must be certified for an institutional level of care by the Iowa Foundation for Medical Care (IFMC). The child's physician will be asked to prepare a recent medical summary and the IFMC will also review information from various agencies working with the eligible child. The decision on the level of care is a very important factor affecting various agencies working with the eligible child. The decision on the level of care is a very important factor affecting eligibility for services.
4. Waiver services must be determined by DHS to be necessary and available.
5. The local DHS Income Maintenance and Social Workers will assist applicants through the eligibility determination process.
6. For further assistance visit the Website:

[www.dhs.state.ia.us/medicalservice/hcbs.waiver.asp](http://www.dhs.state.ia.us/medicalservice/hcbs.waiver.asp)

# ***Home and Community- Based Services***

## ***Brain Injury Waiver***

### ***Description*** of Program and Services:

**T**he Brain Injury Waiver program is a Medicaid program designed to maintain an eligible child in his/her home or community. Medicaid is a health care financing program under Title XIX of the Social Security Act. In order to extend Medicaid eligibility, and to expand the range of services to groups of persons with disabilities; the federal government must “waive” certain Medicaid regulations.

Child must have a diagnosis of brain injury, must be certified by Iowa Foundation for Medical Care (IFMC) at an institutional level of care, and must have a provider willing to serve them on the waiver. Waiver services must be necessary and available. The case management agency for the consumer’s county of residence will convene an interdisciplinary team meeting and develop, with the team, a care plan for the consumer.

### ***Where*** services are provided:

Services are provided in the family home. A provider will go to the child each time.

### ***Who*** is eligible/age requirements:

- Age 30 days to adult.
- Have a diagnosis of brain injury.
- Be determined by IFMC as in need of Intermediate care Facility/Mentally Retarded (ICF/MR) skilled nursing or Intermediate Care Facility (ICF) level of care.

### ***What*** services are provided:

- Case management
- Supported community living
- Respite
- Home and vehicle modification
- Personal emergency response
- Transportation
- Specialized medical equipment
- Adult day care
- Family counseling and training
- Prevocational services
- Behavioral programming
- Consumer-directed attendant care
- Interim Medical Monitoring and Treatment (IMMT)

### ***Mandated*** services:

- Consumers must access a minimum of one unit of BI Waiver Services each calendar quarter

- Be able to have their medically necessary needs met in the community setting at a rate that is cost effective for institutional care.
- Be eligible for Medicaid and have individual resources of no more than \$2,000, and a monthly income of no greater than \$1,482.

### **Cost for service:**

Services provided at no cost to the family. Families will need to contribute any applicable third party payments (insurance) to the cost of waiver services. Medicaid pays only that portion of allowable medical and waiver service expenses that insurance does not cover.

### **For more information or application:**

Contact the local Department of Human Services office nearest you (See Appendix beginning on page 229).

# ***Title XIX Home and Community-Based Services (HCBS) Ill and Handicapped Waiver***

## **Description of Program and Services:**

**T**he Ill and Handicapped waiver program is a Medicaid (Title XIX) program designed to return, or maintain, an eligible child or adult in his or her home or community. In order to extend Medicaid eligibility, and to expand the range of services, the federal government must “waive” certain Title XIX regulations.

Medicaid coverage is provided for basic health care services plus the additional waiver services to keep the person out of a medical institution.

## **Where services are provided:**

Services are generally provided in the home. Respite care may be provided by a foster care provider, an agency certified to provide respite care under the MR-waiver program, a Medicare-certified home health agency, an approved home care agency, or a camp. The provider must be enrolled with the Consultee to provide respite through the Ill and Handicapped Waiver.

## **Who is eligible/age requirements:**

A child who meets the following criteria may be eligible:

- The child is blind or disabled as determined by the regional Social Security office. (The family may request this determination be coordinated by the Department of Human Services.)
- The child qualifies for care normally provided in a medical institution (i.e., intermediate care facility for the mentally retarded

## **What services are provided:**

- Homemaker services, essential shopping for basic needed items, such as food, clothing, personal care items, or drugs; limited house-keeping, and meal preparation. Home-maker service is not a “hands-on” personal care program
- Respite services: temporary care to a child, or adult, to provide relief to the usual care giver (parent, spouse, or live-in companion). Respite providers must provide all the care the usual care giver would provide. A unit of respite service is either one, 24-hour day for out-of-home respite care; one, four-to-eight hour day for in-home respite care provided by a home health agency, or one hour, provided by an MR-waiver respite provider
- Home Health Aid services: interim medical monitoring and treatment (IMMT)
- Nursing
- Counseling

**NOTE:** If the child has a primary diagnosis of mental retardation, consider applying for the Home and Community-Based Mentally Retarded (HCBS-MR) waiver, also referred to as the “MR waiver,” see page 51. The MR waiver does not have a waiting list.

## **Mandated services:**

- At a minimum, a consumer must receive a unit of homemaker service, CDAC, HHA, IMMT, nursing, or respite services each quarter

(ICF-MR), skilled nursing facility (SNF), nursing facility (NF).

- The child has individual resources of no more than \$2,000, and a monthly income no greater than \$1,482.
- The child is otherwise ineligible for Medicaid because of individual income or resources.
- The child is not eligible for SSI because of parent’s income or resources.

## **Cost for service:**

Services are provided at no cost to the family. Families will need to contribute any applicable third-party payments (insurance) to the cost of the waiver services. Medicaid pays only for that portion of allowable medical and waiver service expenses that insurance does not cover.

## **For more information or application:**

Check the Iowa Department of Human Services county offices listed in the Appendix on page 229.

1. Ask to speak to an Income Maintenance worker (IM worker) to apply for Medical Assistance for the Ill and Handicapped waiver program. Enrollment in the waiver program is limited to 700 individuals. If a child might qualify, an application should be filled out as soon as possible. The initial application will be rejected if no slots are available. A waiting list is compiled based on the date of application to the local DHS office.
2. Apply to the local Social Security Office for Supplemental Security Income (SSI), if you have not already done so (See Appendix on pages 281-282). People who are blind or disabled might be denied SSI benefits, due to parental, or spousal, income and resources, but must be determined disabled to be eligible for the waiver program. The denial of SSI benefits must be in writing and sent to the Department of Human Services.

The DHS office will also determine if the child is eligible for Medicaid under any other programs. If the denial of SSI benefits does not include a disability determination, ask the IM worker to submit a request for a disability determination. Because Social Security is allowed 155 days to process a determination, completing the disability determination, at this time, will speed up the application process.

3. Applicants will be notified when there is an opening in the waiver program for the child, at which time they will be asked to reapply. This second application requires the aid of both an IM worker and a social worker (for service assessment).
4. The child must be certified for an institutional level of care by the Iowa Foundation for Medical Care (IFMC). A DHS worker will request the level of care determination to be made. The child's physician will be asked to prepare a recent medical summary, and the IFMC will also review information from various agencies working with the eligible child.
5. Waiver services must be determined by DHS to be necessary and available.
6. A physician must approve the home care with the waiver services. The physician approves the waiver services by signing the plan of care provided by the DHS social worker.
7. The local DHS Income Maintenance, Social Workers, and Child Health Specialty Clinics will assist applicants through the income maintenance, level of care, and services eligibility determination process.



# ***Home and Community-Based Services***

## ***MR Waiver***

### ***Description of Program and Services:***

**T**he Mentally Retarded waiver, or “MR Waiver” program is a Medicaid (Title XIX) program designed to maintain an eligible individual in his/her home or community. In order to extend Medicaid eligibility and to expand the range of services, the federal government must “waive” certain Title XIX regulations.

Medicaid coverage is provided for basic health care services plus the additional waiver services to keep the person out of a medical institution.

### ***Where services are provided:***

Services are generally provided in the home.

### ***Who is eligible/age requirements:***

No age requirement. Recipients must be Iowa residents and U.S. Citizens or of foreign birth with legal status. Children may be eligible if:

- The child has a diagnosis of mental retardation or mental disability.
- The child does not currently reside in a nursing facility.
- The child is in need of long-term care services that would otherwise be provided by an Intermediate Care Facility for the Mentally Retarded (ICF-MR).

### ***What services are provided:***

- Supported Community Living: services to assist the child with daily living needs, including, but not limited to, advocacy, community skills, personal needs, transportation, and treatment
- Respite: short-term relief in the absence of the family or guardian. Respite care may be provided by a foster care provider or an agency certified to provide respite care under the waiver program. A child may receive up to 576 hours of respite care per year with a maximum of 336 hours (2 weeks) per month
- Home and Vehicle Modifications: physical modifications to the home and/or vehicle to assist with the health, welfare, and safety of the child to increase, or maintain, independence
- Nursing: in-home medical services provided by licensed nurses (beyond coverage provided under the EPSDT Care for Kids program)



- Home Health Aide: unskilled medical services providing direct, or personal care (beyond coverage provided under the EPSDT *Care for Kids* program)
- Personal Emergency Response system: an electronic device connected to a 24-hour staffed system which allows the child to access assistance in the event of an emergency
- Consumer-directed Attendant Care (CDAC) assistance with self-care tasks
- IMMT (Interim Medical Monitoring and Treatment)

## ***Mandated services:***

- A child eligible for MR waiver services will receive Medicaid Case Management services and will have a services plan developed annually. A child eligible for waiver services must, at a minimum, receive supported Community Living services, Respite services, or consumer-directed attendant care

- The child must be eligible for Medicaid and have individual resources of no more than \$2,000 and a monthly income no greater than three times the current Supplemental Security Income.

## **Cost for service:**

Services are provided at no cost to the family. Families will need to contribute any applicable third-party payments (insurance) to the cost of waiver services. Medicaid pays only for that portion of allowable medical and waiver services expenses that insurance does not cover.

## **For more information or application:**

Contact the local county office of the Iowa Department of Human Services listed in the Appendix beginning on page 229. Ask to speak to an Income Maintenance worker (IM worker) to apply for medical Assistance for the MR-Waiver program.

1. The child must be certified for an institutional level of care by the Iowa foundation for Medical Care (IFMC). The IFMC will review information from various agencies working with the eligible child. A functional assessment tool is completed for the child. The decision on the level of care is a very important factor affecting eligibility for services.
2. Waiver services must be determined by DHS to be necessary and available.
3. The local DHS Income Maintenance and Social Workers will assist applicants through the eligibility determination process.

# *Home Care Aid Program*

## **Description** of Program and Services:

**T**he Home Care Aide program is designed to prevent, or reduce, inappropriate institutionalization of children and adults.

## **Where** services are provided:

Services are provided in the home, child care setting, and alternative sites that meet the needs of the family.

## **Who** is eligible/age requirements:

Every Iowan is eligible for Home Care Aide services when a need arises for such services. Specific criteria for eligibility in each county may be obtained through the county board of supervisors or board of health.

## **Cost** for service:

A sliding fee scale is applied for those who are eligible for services. If a child receives court-ordered child protective services, no fee is assessed to the family, and they are automatically eligible to receive Home Care Aide Services.

## **For** more information or application:

Contact the Home Care Aide program listed in the Appendix beginning on page 265.

## **What** services are provided:

- Essential shopping
- Housekeeping maintenance
- Child care
- Respite care
- Family management
- Parenting skills training
- Child protective services
- Personal care
- Transportation



# ***Iowa Braille School — Outreach Services***

## ***Description*** of Program and Services:

**O**utreach Services is an outgrowth of the Iowa Braille School's education program. The purpose of Outreach Services is to assist children with visual impairment, including blindness, to become as independent as possible in all areas of life. Services include low vision services, orientation and mobility, consultation on questions related to the education or habilitation of young children, an assistive device lending program, and adapted or adopted books for visually impaired learners.

## ***Where*** services are provided:

Services are provided in the child's home or center-based program. Services are provided by qualified and experienced staff from the Iowa Braille School.

## ***Who*** is eligible/age requirements:

Any child who meets the definition of visual impairment, including blindness, according to the Iowa Department of Education Rules of Special Education is eligible. Services also encompass children with visual impairment and additional disabilities. Children and youth from birth through age 21 are eligible.

## ***Cost*** for service:

There is no cost to families.

## ***What*** services are provided:

- Assistive Technology
- Vision Services
- Orientation and Mobility
- Consultative services to children who are Deafblind include: adaptive physical education, industrial technology, and family services.

***For*** more information or application:

Outreach Services  
Iowa Braille School  
1002 G Avenue  
Vinton, Iowa 52349  
Phone: (319) 472-5221 Ext. 1202  
FAX: (319) 472-5174

# ***Iowa Community Empowerment***

## **Description of Program and Services:**

**T**he Iowa Community Empowerment Initiative was established by legislation during the 1998 Iowa legislative session in an effort to create a partnership between communities and state government with an initial emphasis to improve the well-being of families with young children. Community Empowerment Areas are eligible to receive grants from two funding streams.

The School-Ready Funds may be utilized to support a comprehensive, school-ready children plan designed by the local empowerment boards. Currently, \$15.6 million dollars is available for distribution to community empowerment boards.

For state fiscal year 2002, \$6.28 million of Temporary Assistance to Needy Families (TANF) is transferred, annually, to the Iowa Empowerment Fund. The funds are to be used to enhance quality child care capacity in support of parent capability to obtain or retain employment.

## **Where services are provided:**

Community Empowerment Areas administer the services in their communities.

## **Who is eligible/age requirements:**

School Ready Children: Children 0-5

Early Childhood: Children 0-5 who are at 140-185 percent of the Federal Poverty Guidelines.

## **What services are provided:**

- **School Ready:**

Comprehensive Services for children, ages birth to five years, may include, but are not limited to

Preschool services

Parent support and education services including home visitation

Child development services

Child care services

Children's health and safety services

- **Early Childhood**

Developing capacity for regular child care including recruitment of providers

Developing capacity for mildly ill child care

Developing capacity for second or third shift child care

Developing capacity for infant care

Providing training to center and home-based providers to improve the quality of care

## **Cost** for service:

Cost varies by program throughout the state.

## **For** more information or application:

Each Community Empowerment Area has a local “contact person.” That list is updated frequently and can be found on the Empowerment web site at:

[www.empowerment.state.ia.us](http://www.empowerment.state.ia.us)

# ***Iowa Head Start Programs***

## **Description** of Program and Services:

**H**ead Start is a comprehensive child development program with an interdisciplinary approach. Head Start is federally funded.

## **Where** services are provided:

Services may be either center-based or home-based and are determined by the local Head Start Program.

## **Who** is eligible/age requirements:

Children, who are birth to five years old, whose family meets federal income guidelines, are eligible. Family Investment Plan (FIP) recipients are automatically eligible. The program must have a minimum enrollment of ten percent of the Federal Diagnostic Criteria for handicapped children. Children, whose families do not meet federal income guidelines, may also be able to enroll (total may not exceed ten percent of the total enrollment).

## **Cost** for service:

There is no cost to families.

## **For** more information or application:

Contact the area Iowa Head Start Agency serving the appropriate county. See the list in the Appendix beginning on page 223.

## **What** services are provided:

- Nutrition Services
- Education
- Health (physical and dental examination)
- Mental health
- Social services (family needs)
- Parent involvement
- Family literacy





# *Iowa Neonatal Metabolic Screening Program*

## **Description of Program and Services:**

**I**n Iowa, newborns have a heel stick to screen for specific treatable metabolic and inherited disorders shortly after birth. In Iowa, the law requires that newborns are screened for phenylketonuria, galactosemia, congenital hypothyroidism, congenital adrenal hyperplasia, medium chain acyl-CoA dehydrogenase deficiency, and sickle cell anemia and other hemoglobin disorders. Pilot studies are currently taking place for biotinidase deficiency and expanded tandem mass spectrometry. This testing helps to assure that your baby will be as healthy as possible.

The Iowa Neonatal Metabolic Screening Program identifies babies who may have one of these disorders and alerts the baby's health care provider to the need for further testing and special care. With early diagnosis and medical treatment, complications from these serious but uncommon conditions can usually be prevented.

When there is a concerning result, a follow-up consultant works with the primary care provider and family to arrange diagnostic testing and determine what the next steps are so that the baby receives optimal care. One step may be to link families and their local physicians and staff to comprehensive care programs. Follow-up consultation, education, and treatment by professionals in Genetics, Hematology (The Iowa Hemoglobinopathy Screening and Comprehensive Care Program or Endocrinology) are available.

## **Where services are provided:**

The initial blood test is done in the nursery prior to an infant's discharge. Follow-up testing is completed by working with the family to determine the best place for the baby to be seen for the blood draw; usually local. Should a family need follow-up, there are clinics around Iowa that may be an option for further evaluation, counseling, and treatment.

## **What services are provided:**

- Neonatal Metabolic Screening
- Resource and referral
- Educational materials
- Consultation
- Follow-up

## **Who** is eligible/age requirements:

Newborn metabolic screening is performed on all newborn infants in Iowa, approximately twenty-four hours to five days, following birth. Parents may refuse testing, but must sign a waiver form and accept legal consequences of this decision.

## **Cost** for service:

Some hospitals choose to include the newborn screening fee (which is currently \$39.00) in the newborn care package, others may bill separately as a lab fee to private insurance.

## **For** more information or application:

Contact your private health care provider, or

Iowa Department of Public Health  
Birth Defects Institute  
State Coordinator for Genetic Services  
Lucas State Office Building  
Des Moines, Iowa 50319  
Phone: (515) 281-7584

# ***Iowa Project for Deafblind Services***

## **Description** of Program and Services:

**T**here are five major goals for the Iowa Deafblind Project.

- Identify and track infants, toddlers, children, and youth (birth through 21), with deafblindness to maintain an Iowa Census of infants, toddlers, children and youth with both hearing and vision impairments.
- Provide technical assistance to increase the knowledge and skill levels of parents, educators, administrators, and community service providers in the area of deafblindness.
- Provide a parent/family network to ensure that families who have children with deafblindness receive support and information as well as opportunities to link with other families and professionals.
- Provide personal futures planning and training in the development of transition plans for Iowa children and youth with deafblindness.
- Provide information about the Project and effective practices to parents, programs, and agencies throughout Iowa.

## **Where** services are provided:

In-home consultation services are available to families and early childhood teams. Observation, assessment, and evaluation to create an integrated school/home program can be provided in the classroom.

## **What** services are provided:

- Technical assistance
- Staff development
- Information dissemination

## **Who** is eligible/age requirements:

Individuals, from birth through age 21, who are deafblind, their parents and family members, as well as persons providing education and support services.

## **Cost** for service:

There is no cost for services.

## **For** more information or application:

Susan A. Brennan, Deafblind Consultant  
Iowa Braille & Sight Saving School  
1002 G Avenue  
Vinton, Iowa 52349  
1-800-645-4579 Extension 1208  
[sbrennan@iowa-braille.k12.ia.us](mailto:sbrennan@iowa-braille.k12.ia.us)

Valerie Findley, Parent Liaison  
Drake Resource Center  
2705 University Avenue  
Des Moines, Iowa 50311-4505  
(515) 271-1823 *or* (877) 392-3919  
[IowaDB@aol.com](mailto:IowaDB@aol.com)

Steven A. Maurer  
Project Director  
Iowa Department of Education  
Grimes State Office Building  
Des Moines, Iowa 50319-0146  
(515) 281-3576  
[Steve.Maurer@ed.state.ia.us](mailto:Steve.Maurer@ed.state.ia.us)

Website: [www.iadeafblind.k12.ia.us](http://www.iadeafblind.k12.ia.us)

# *Iowa Review of Family Assets*

## **Description** of Program and Services:

**T**he *Iowa Review of Family Assets (IRFA)* is a service that will be offered to parents of newborns who deliver their children at an eligible Iowa obstetric hospital by the end of 2003. The *IRFA* is designed to ensure families of newborns access to the advice, education, support, and professional services from which they could benefit. This service is universal to help all parents.

Parents will answer a computerized survey about themselves and their family prior to hospital discharge. Per their responses, and requests, parents will receive a family profile. This is a printout of personalized community resources in their county as well as a summary of family strengths and other important information for parents.

## **Where** services are provided:

IRFA will be provided in all obstetric hospitals in Iowa by the end of 2003. The pilot phase began in early 2002 in three hospitals in Iowa. Once the evaluation has been conducted, and appropriate changes made, the IRFA will be offered to all hospitals with obstetric services in the state.

## **Who** is eligible/age requirements:

All parents of newborns who deliver their child at an Iowa obstetric hospital are eligible to use the IRFA. This service is voluntary.

## **Cost** for service:

There is no charge for this service.

## **What** services are provided:

- The service provided by the IRFA is linking parents of newborns to local community resources

Contact Carrie Fitzgerald (515) 242-6167 at the Iowa Department of Public Health for more information.

# ***Iowa School for the Deaf (ISD)***

## ***Early Childhood/Preschool Program***

### **Description of Program and Services:**

**A**n educational program and ancillary services are provided to children who are deaf or hearing impaired. The services are provided by ISD staff and continue as long as requested, or appropriate, as determined by either an Individualized Family Service Plan (IFSP) or the Individualized Education Plan (IEP).

### **Where services are provided:**

Iowa School for the Deaf, Council Bluffs, Iowa.

### **Who is eligible/age requirements:**

All children must be referred by their local school and Area Education Agency for Early Childhood Programming

### **Cost for service:**

There is no cost to families.

### **For more information or application:**

Referrals and requests for information should be made directly to an Area Education Agency (See Appendix beginning on page 217) or to a local school district.

### **What services are provided:**

- Assistive technology
- Audiology
- Family training and counseling
- Health services  
Includes: services necessary to enable a child to benefit from other early intervention services, and includes nursing services. Does not include: services that are surgical in nature; purely medical in nature; devices necessary to control or treat a medical or other condition; or medical/health services that are routinely recommended for all children
- Occupational therapy
- Physical therapy
- Psychological services
- Social work services
- Speech-Language pathology
- Special instruction
- Vision services
- Sign language development for children who have hearing impairments
- Auditory training and utilization
- Parental assistance in a variety of ways, including printed materials, video-tapes, and direct services





# ***Long-Term Care Program***

## ***Description*** of Program and Services:

**M**edical institutional care is provided for those children whose parents are unable to keep them at home.

## ***Where*** services are provided:

Eligible persons are placed in a state resource center, a community-based Intermediate Care Facility for the Mentally Retarded (ICF/MR), or other medical institution for as long as the child qualifies. The services would be provided in the facility. Medicaid would pay for other medical services provided outside of the facility such as a physician.

## ***Who*** is eligible/age requirements:

Anyone needing a Nursing Facility (NF) Care or an ICF/MR and meeting income, resource, and level of care criteria may qualify.

## ***Cost*** for service:

Varies, depending on the facility. There is no parental liability. Individuals with income over a certain level contribute to the cost of care.

## ***For*** more information or application:

Contact your local DHS office. See Appendix beginning on page 229.

## ***What*** services are provided:

- Assistive technology - basic
- Health services — some in the facility, some out of the facility.
- Nutrition services
- Occupational therapy
- Physical therapy
- Psychological services
- Social work services
- Speech-Language pathology
- Special instruction
- Some transportation and related costs
- ICF/MR - recreational services, medication management, activities of daily living, socialization, vocational



# ***Maternal and Child Health Program (MCH)***

## **Description of Program and Services:**

**W**ell child care services include physical examination, immunizations, anticipatory guidance, care coordination, referral and social support services. Pregnant women receive or are referred for prenatal and postpartum care.

The Maternal and Child Health Program is part of the Social Security Act (Title V) and is designed to assure access to family-centered, community-based maternal and child health services. MCH programs work closely with the Supplemental Food Program for Women and Children (WIC), as well as other community providers.

Pediatric Nurse Practitioners and other professional Nursing Staff carryout standing orders under a local physician.

## **Where services are provided:**

Services are provided by local agencies listed in the Appendix beginning on page 253, in a clinic or a physician's office.

## **Who is eligible/age requirements:**

Pregnant women and children, from birth through age 21, that are Iowa residents can receive the services of the MCH program.

## **Cost for service:**

There is no charge to families, at or below, 185 percent of the current poverty level. A sliding fee scale is used for those above 185 percent of the Federal Poverty Guidelines. Please see the Federal Poverty Guidelines in the Appendix on page 277.

## **What services are provided:**

### **The following services are provided to children:**

- History and physical exam
- Developmental screening
- Vision screening
- Hearing and speech screening
- Nutritional assessment and information
- Dental assessment
- Select laboratory tests (based on patients need)
- Immunizations
- Parent education information
- Referral to other care providers for further medical care, as needed
- Arrange transportation, as needed
- Care coordination and follow-up

### **The following services are provided to pregnant women:**

- Prenatal care
- Postpartum care
- Dental evaluation
- Nutrition evaluation
- Family planning

## ***For*** more information or application:

Contact the nearest Maternal and Child Health Service listed in the Appendix beginning on page 253. For assistance in locating clinical services, call “Healthy Families” at 1-800-369-2229.

# ***Neuromuscular and Related Disorders Program***

## **Description of Program and Services:**

**T**his program provides services to individuals with known or suspected neuromuscular disorders and muscular dystrophy. Examples of diagnosis seen in the clinics include Duchenne and Becker Muscular Dystrophy, Charcot-Marie-Tooth, FSH, and Myotonic dystrophy.

Staff include professionals from the following disciplines: Board certified Pediatric Neurologist, Physical Therapies, Genetic Nurse Specialist, and others as needed.

## **Where services are provided:**

Services are provided to an individual or family through the Child Health Specialty Clinics in Iowa City, or the outreach clinics in Mason City, Sioux City, Dubuque, and Des Moines.

## **Who is eligible/age requirements:**

Services are available to all persons, infant through adulthood, with a known or suspected neuromuscular disorder for evaluation.

## **Cost for service:**

Insurance companies and Medicaid (Title XIX) will be billed if the family has coverage. The family cost for a clinic visit to the outreach clinics are based on a sliding fee scale. In some cases, the Muscular Dystrophy Society may cover a small portion of the charges.

## **What services are provided:**

- Diagnostic evaluation
- Testing
- Genetic counseling
- Medical and Nursing management
- Case management

***For*** more information or application:

Contact the clinical nurse coordinator at your nearest Child Health Specialty Clinic, see Appendix pages 219, 220, and 221.

# ***Parent-Educator Connection (PEC)***

## ***Description of Program and Services:***

**T**he Parent-Educator Connection Program provides parents and educators with opportunities to work together in positive ways to improve educational programs for children with special needs. When genuine partnerships exist between parents and educators, quality planning and programming for children with disabilities will occur. The program began in 1984 and is sponsored by the Iowa Department of Education, Bureau of Children, Family and Community Services.

Each Area Education Agency (AEA) has a parent and an educator on staff that implement the program within the AEA. The Iowa Department of Education employs a parent and an educator to provide assistance to each AEA. The Parent-Educator Connection (State and AEA) staff may be available to facilitate meetings such as support groups and/or conduct in-service sessions for parents and educators and other interested individuals.

## ***Where services are provided:***

Services may be provided in the location required to meet the family, child, or educator need: PEC office, home, school, or any other identified setting.

## ***Who is eligible/age requirements:***

Families with children who have a disability, age birth through 21, educators, and other individuals who work with people with disabilities may receive services.

## ***Cost for service:***

There is no cost for services.

## ***What services are provided:***

- Family Training and Counseling
- The AEA and State Coordinators may assist parents and educators in finding answers to questions and locating resources
- Publish newsletters
- Loan books, pamphlets, and video and audiotapes on Special Education and other issues, including different disabilities and parenting



## ***For*** more information or application:

Contact the Parent or Educator Coordinator from a regional Area Education Agency. See the lists in the Appendix beginning on page 271, or contact:

Parent-Educator Connection  
Drake University  
Resource Center for Issues in Special Education  
2507 University Avenue  
Des Moines, Iowa 50311  
Phone: (515) 271-3936

# ***PROMISE JOBS***

## ***Description*** of Program and Services:

**T**he PROMISE JOBS program is designed to increase the availability of employment and training opportunities specific to the needs of Family Investment Program (FIP) recipients through the Family Investment Agreement (FIA). This agreement details the steps the household will take to achieve self-sufficiency, the services the state will provide, and the time limits for the participant to achieve self-sufficiency.

## ***Where*** services are provided:

Contact your local Department of Human Services, see the Appendix beginning on page 229 for the office nearest you. Applicants who are eligible for the Family Investment Program will be referred to the nearest Iowa Workforce Development Center (IWD).

## ***Who*** is eligible/age requirements:

The Department of Human Services Income Maintenance unit refers the following people to the PROMISE JOBS program, unless they are exempt from participation:

- All people in the FIP eligible group.
- Any parent living in the home of the child receiving a FIP grant.

## ***Cost*** for service:

There is no cost associated with this program.

## ***What*** services are provided:

- Assessment
- Job Club
- Work Experience
- High School Completion
- Adult Basic Education (ABE)
- English as a Second Language (ESL)
- Post-Secondary Classroom Training
- Individual Job Search
- Unpaid Community Service
- Full-time or Part-time Employment
- Parenting Classes
- Life-Skills Training
- On-the-Job Training
- Family Development
- Family Planning Counseling Services
- Entrepreneurial Training

***For*** more information or application:

Your local Department of Human Services office, see the list beginning on Appendix page 229. Applicants who are eligible for the Family Investment Program will be referred to the nearest Iowa Workforce Development Center (IWD).

# ***Public Health Nursing***

## **Description** of Program and Services:

**T**he Public Health Nursing (PHN) program provides skilled nursing care, information on healthy lifestyle practices, and encourages changes for better health. This service is available to every citizen (of all ages) and is provided locally in every county.

Skilled nursing services are provided by professional staff or associated paraprofessionals. The service available varies by county. Public Health Nurses also provide information and assistance to link families with local community resources for health and social needs.

## **Where** services are provided:

Services may be provided in the home, office, clinic, or child care setting, and alternate sites that meet the needs of the family (i.e., park, etc.)

## **Who** is eligible/age requirements:

There are no age requirements for Iowans in need of health-related services which can be met by the provider. The only other requirement is that the person needing health-related services be a resident of the service area of the provider.

## **Cost** for service:

There may or may not be charges for services. Various funding sources may be used; including, but not limited to, Medicaid, Private Insurance, EPSDT (Early and Periodic Screening, Diagnosis, and Treatment), and Early ACCESS funding. This varies by provider.

## **What** services are provided:

Skilled nursing services include, but are not limited to:

- Pediatric home care
- Immunizations (direct or referral)
- Occupational Therapy (OT)
- Physical Therapy (PT)
- Health teaching
- Nutrition counseling and teaching
- Initial newborn visit
- Family support home visiting
- Postpartum visits

***For*** more information or application:

Contact the appropriate Public Health Nursing Agency listed in the Appendix beginning on page 265.

# ***Regional Genetic Consultation Services (RGCS)***

## ***Description of Program and Services:***

**T**he Regional Genetic Consultation Service (RGCS) is a program which provides diagnostic evaluations and confirmatory testing, information, support, case management, informative and supportive counseling to individuals and families who have a family history of a genetic syndrome, developmental or growth delays, genetic syndromes, and adult onset genetic disorders. The program also provides outreach educational presentations to public and professional groups.

Those who can benefit from genetic evaluation, informative and supportive counseling include persons with a birth defect or genetic disorder such as Downs Syndrome, Muscular Dystrophy, Cystic Fibrosis, Congenital Heart Disease, or Sickle Cell Disease. Families who have a member with a developmental delay, mental retardation, abnormal growth, facial dysmorphism, or abnormal sexual development may also benefit.

Providers include board certified pediatric geneticists, nurse specialists, and genetic counselors.

## ***Where services are provided:***

Regional Genetic Consultation Service Clinics are held in 16 communities throughout Iowa and are usually based in a hospital or clinic in that community. Length of service is determined by client needs.

## ***Who is eligible/age requirements:***

There are no age or eligibility requirements or restrictions for this program.

## ***What services are provided:***

- Diagnostic evaluations
- Confirmatory testing
- Education and consultation
- Support
- Case Management
- Informative and supportive counseling

## **Cost** for service:

Insurance companies and Medicaid (Title XIX) will be billed if the family has coverage. Families will be charged, based on their ability to pay, utilizing a sliding fee scale. Laboratory procedures, if needed, will be billed separately.

## **For** more information or application:

More information about genetic evaluation and counseling services is available from:

Regional Genetic Consultation Service  
University of Iowa  
200 Hawkins Drive, 2612 JCP  
Iowa City, Iowa 52242-1083  
Phone: (319) 356-2674 *or*  
Toll Free: 1-800-260-2065

# *Center for Disabilities and Development*

## *Iowa's University Center for Excellence in Disabilities*

### **Description of Program and Services:**

**C**DD (Center for Disabilities and Development) provides information, evaluation, treatment recommendations, and training to persons with disabilities of all ages and their families through a combination of outpatient, inpatient, and community based programs.

CDD also provides both pre-service and in-service training programs for service providers and others who provide services to individuals with disabilities. CDD works closely with other state and local organizations that help families.

### **Where services are provided:**

Services are available through a combination of outpatient, inpatient, and community-based programs.

### **Who is eligible/age requirements:**

Services are available to people with disabilities of all ages.

### **What services are provided:**

- Audiology
- Education
- Medicine
- Nursing
- Nutrition
- Occupational Therapy
- Pediatric Dentistry
- Physical Therapy
- Psychology
- Recreational Therapy
- Rehabilitation Engineering
- Social Services
- Speech-Language Pathology



## **Cost** for service:

Fees for services are determined by the fee schedule of the University of Iowa Hospitals and Clinics. Various funding sources may be used including, but not limited to Medicaid, Private Insurance, grant monies, or other potential resources for funding. Insurance, clinic fees, associated charges, and arrangements for payment will be reviewed upon request.

## **For** more information or application:

A referral appointment request, as well as questions about services, can be directed to:

Center for Disabilities and Development  
Iowa City, Iowa 52242-1011  
Phone/Local: (319) 353-6900  
Toll Free/Voice: (877) 686-0031  
Toll Free/TTY: (877) 686-0032

# *Child Psychiatry Services*

## **Description** of Program and Services:

**C**hild Psychiatry Services provides evaluation, diagnosis, and treatment for children with behavioral, learning, organizational, or emotional problems.

Staff includes professionals from the following disciplines: psychiatrists, residents in psychiatry, psychiatric nurses, clinical social workers, educational consultants, speech and language pathologists, psychologists, occupational therapists, and activity therapists.

## **Where** services are provided:

The services may be a one-day outpatient clinic or a short, in-patient treatment program. Follow up is provided to select patients based on available resources, training needs, and the child's family's ability to comply with treatment requirements.

## **Who** is eligible/age requirement:

Services are available to children, age two through 18, with behavioral, learning, organic, or emotional problems.

## **Cost** for services:

Most treatment is covered by private insurance, including Medicaid. The cost may vary with each individual situation.

## **What** services are provided:

- Evaluation
- Diagnosis
- Treatment recommendations
- Educational materials

***For*** more information or application:

Referrals are made directly to Child Psychiatry Services Intake Coordinator or by calling (319) 356-1478.

# ***Disability Resource Library***

## ***Description*** of Program and Services:

**T**he Disability Resource Library is a lending library of books, videos, CD's, and audiotapes on disability-related topics. These resources can be checked out for three weeks. Requests for materials are mailed throughout the state of Iowa, and the Midwest. Information is available on health, education, employment, family issues, and self-advocacy.

## ***Where*** services are provided:

Services are provided by mail, phone, the Internet, or on-site in Room 311 at the Center for Disabilities and Development in Iowa City.

## ***Who*** is eligible/age requirement:

The Disability Resource Library is a resource for people of all ages with disabilities of all kinds. It is also a resource for their families and for the service providers with whom they work.

## ***Cost*** for services:

There is no cost to consumers or to families. Service agencies are asked to pay a small fee for borrowing the materials.

## ***What*** services are provided:

- Assistive Technology
- Health information
- Educational resources
- Empowering Families information

***For*** more information or application:

Disability Resource Library  
Center for Disabilities and Development  
100 Hawkins Drive  
Room 311  
Iowa City, Iowa 52242-1011  
(Open 9 A.M. to 5 P.M.)

Call Toll Free: 1-800-272-7713 *or*  
TTY: 1-877-686-0032 (24-hour voice messaging)  
Internet: [www.medicine.uiowa.edu/uhs/drl](http://www.medicine.uiowa.edu/uhs/drl)  
e-mail: [disability-library@uiowa.edu](mailto:disability-library@uiowa.edu)

# ***Women, Infants and Children (WIC) Supplemental Food Program***

## ***Description of Program and Services:***

**T**he Supplemental Food Program for Women, Infants, and Children (WIC) is a nutrition intervention program for pregnant, postpartum, breastfeeding women, infants, and children up to age five throughout the state of Iowa.

Supplemental food checks are issued monthly to WIC participants for the purchase of specified foods at local grocery stores. Individual food packages are designed to meet the participant needs as determined by the WIC nutritionists. WIC nutritionists also provide nutrition education designed to enhance the understanding of the relationship between good nutrition and health. Breastfeeding is encouraged and supported by the WIC program. WIC also encourages regular health care through referral to private physicians or other health care agencies.

WIC health professionals (registered nurses and licensed dietitians) meet with each participant.

The WIC certification time period is six months. After six months, the participant is re-evaluated to determine if he/she is still eligible. A pregnant woman is eligible for her entire pregnancy.

## ***Where services are provided***

Services are provided to families within the WIC agencies as shown in the Appendix beginning on page 278.

## ***What services are provided:***

- Supplemental food checks
- Nutrition counseling and education
- Breastfeeding, promotion and support
- Immunization screening and referrals
- Health and social service referrals

## **Who** is eligible/age requirement:

WIC serves Iowa residents who are:

- Pregnant.
- Breastfeeding, for up to one year.
- Women who are not breastfeeding, for six months postpartum.
- Children under five years old.
- 185 percent of the poverty level set by the federal government based on family size (a family of four can make over \$31,000 annually and qualify).
- Medical or nutritional needs, as determined by the WIC consultant at certification.

## **Cost** for services:

There is no cost to families eligible for the program (i.e., family makes less than 185 percent of the current poverty guidelines. See Appendix on page 277 for the current Federal Poverty Guidelines).

## **For** more information or application:

Contact the WIC agency listed in the Appendix beginning on page 278. For assistance in locating local clinics, call 1-800-532-1579.



# ***Financial Resources***





# ***Children-At-Home***

## ***Pilot Program***

### ***Description of Program and Services:***

**T**he Children-At-Home program is designed to assist families secure the services and supports they identify as necessary in helping their child to remain at home. Financial assistance is intended to enable them to obtain those services and supports which are not met by other programs. At the time of application the family will meet with a staff person to determine if their needs can be met through existing programs, and referrals to other agencies may be made. When it is determined that there are no other means for payment of the identified need, then the Children-At-Home program funds may be assessed to meet that need.

### ***Where services are provided:***

This is a pilot program that is only available in the following counties: Clinton, Jackson, Floyd, Mitchell, Chickasaw, Mills, Montgomery, Cass, Wapello, Mahaska, Dubuque, Johnson, Story, and Black Hawk.

### ***Who is eligible/age requirements:***

To be eligible for the Children-At-Home program, a family must have a child, under the age of 22, with a developmental disability living at home. The family must reside in one of 14 Iowa counties. The family's intent must be to secure services and supports which enable their child to remain living in the family home. The family's net taxable income, for the most recent tax year, must be less than \$60,000.

### ***Cost for service:***

There is no cost to the family for this service.

### ***What services are provided:***

- Ambulation aids
- Architectural adaptations
- Augmentative communication devices
- Blind/Visual disability aids
- Computer software
- Computers
- Deaf/hearing disability aids
- Environmental controls
- Ergonomic adaptations
- Farm management adaptations
- Independent living aids
- Mobility aids
- Other educational/vocational aids
- Prosthetics/Orthotics
- Recreation aids
- Seating/Positioning aids
- Switches
- Therapeutic aids
- Transportation aids
- Other needs as identified by the family.

## ***For*** more information or application:

Family Support Initiative  
321 East 6th Street  
Des Moines, Iowa 50309  
Phone: (515) 280-6558 *or*  
Toll Free: 877-392-3919

*or*

Children-At-Home  
IDHS/BDPS, 5th Floor  
Hoover State Office Building  
Des Moines, Iowa 50319  
Toll Free: 1-866-347-7782

### **Pilot Sites**

#### **Blackhawk County**

Exceptional Persons, Inc.  
Gina Greene  
760 Ansborough Ave  
P.O. Box 4090  
Waterloo, Iowa 50704  
Phone: (319) 233-0804  
FAX: (319) 274-8841  
E-mail: [gina.greene@episervice.org](mailto:gina.greene@episervice.org)

#### **Clinton & Jackson Counties**

Central Community School District  
Jenny Kreiter  
P.O. Box 110  
Dewitt, Iowa 52742  
Phone: (563) 659-0750  
FAX: (563) 659-0751  
E-mail: [jkreiter@po-1.central-clinton.k12.ia.us](mailto:jkreiter@po-1.central-clinton.k12.ia.us)

#### **Dubuque County**

Keystone AEA 1  
Gloria Klinefelter  
2310 Chaney Road  
Dubuque, Iowa 52001-3090  
Phone: 1-800-942-4668  
FAX: (563) 556-3310

#### **Floyd, Mitchell, and Chickasaw Counties**

Decat Project  
Jan Rohweder  
1206 South Main Street  
P.O. Box 158  
Charles City, Iowa 50616  
Phone: (641) 228-5713  
FAX: (641) 228-6439  
[jrohWed@dhs.state.ia.us](mailto:jrohWed@dhs.state.ia.us)

#### **Johnson County**

ARC of Johnson County  
Nancy Ballard  
1700 South First Avenue  
Suite 16  
Iowa City, Iowa 52240  
Phone (319) 351-5017  
FAX: (319) 351-6837

#### **Mahaska & Wapello Counties**

First Resources  
Marcia Rozeboom  
109-C, East Marion Street  
Sigourney, Iowa  
Phone: (641) 622-2543  
FAX: (641) 622-2818  
E-mail: [rbooms@kdsi.net](mailto:rbooms@kdsi.net)

#### **Mills, Montgomery, and Cass Counties**

Cass County Memorial Hospital  
Carole Schuler  
Home Health Hospice  
1501 East 10th Street  
Atlantic, Iowa 50022  
Phone: (712) 243-8006  
FAX: (712) 243-7416

#### **Story County**

ARC of Story County  
Laurie Ertz  
430-5th  
P.O. Box 5004  
Ames, Iowa 50010  
Phone: (515) 232-9330

# ***Community Living Program***

## **Description of Program and Services:**

**T**he Community Living Program provides special needs grants on a statewide basis to individuals with developmental disabilities and their families to defray costs for specialized goods and modifications. Grants are intended to support the individual's ability to live with a family or independently.

## **Where services are provided:**

Not Applicable.

## **Who is eligible/age requirements:**

- Have a developmental disability that began before age 22.
- Live with a family or independently; and
- Live in Iowa.
- Guidelines
  1. Applicants complete an application and provide supporting documentation as needed.
  2. There are no income guidelines.
  3. Grants are limited to a maximum of \$800 and awarded on a quarterly basis. An exact cost estimate for requests is required.
  4. Clients have the freedom to choose vendors and contractors, and should provide vendor addresses with requests. A check from Convalescent Home for Children (CHC) will be made out to the vendor or contractor.

## **What services are provided:**

- Cash assistance

5. Community Living is a fund of last resort. Clients are encouraged to make use of all existing resources (i.e., private insurance, Medicaid, local Children-At-Home programs);
6. Assistance with securing additional, third party payments is provided when goods or modifications are obtained directly for the CHC Services Network;
7. Applicants may receive one special needs grant within a 24-month period;
8. It is generally not our policy to reimburse families for past purchases.

### **Cost for service:**

There is no cost to families for this service.

### **For more information or application:**

For more information contact:

Sarah Shires  
8191 Birchwood, Suite 6  
P.O. Box 707  
Johnston, Iowa 50131  
Phone: (515) 727-1496

Internet:

<http://www.dhs.state.ia.us/MHDD/MHDDSpecialNeeds.htm>

# *Emergency Assistance*

## **Description of Program and Services:**

**T**he goal of the Emergency Assistance program is to provide financial assistance on behalf of needy children and any other members of the household to meet needs that have been caused by an emergency situation and that the family is unable to fulfill.

## **Where services are provided:**

Not applicable

## **Who is eligible/age requirements:**

Low-income households who apply and meet eligibility criteria established by the state, receive up to \$500 per year Emergency Assistance. Once program funds are exhausted, the program is closed down until additional funds become available.

## **Cost for service:**

There is no charge to families for this service.

## **For more information or application:**

Contact a local Department of Human Services office, see the list beginning on Appendix page 229.

## **What services are provided:**

- This program provides up to \$500 per year in financial assistance to families with children under the age of 18, or with children age 18 who are still in high school. Emergency Assistance is available to a family only during one, thirty-day period in any twelve consecutive months. This program ensures that maximum resources will be targeted for homeless families as well as to those who are at risk of becoming homeless. Assistance is provided by vendor payment and may include rent, utilities, rent and utility deposits, house payments, and purchase or repair of heating equipment. In order to qualify, a family's income must be at or below the poverty levels of the Office of Management and Budget, and resources cannot exceed \$1,000. When program funds are exhausted, the program will be closed down until additional funds are available



# ***Family Investment Program (FIP)***

**What** services are provided:

- Cash Assistance

## **Description** of Program and Services:

**F**IP provides cash assistance to needy families as they become self-supporting, so children may be cared for in their own homes, or in the homes of relatives.

The PROMISE JOBS program provides work and training services for people in families that are eligible for FIP assistance.

## **Where** services are provided:

Not applicable

## **Who** is eligible/age requirements:

Applicants and recipients must:

- Have a minor child in the home.
- Live in Iowa.
- Be U.S. citizens or legally qualified aliens.
- Provide a social security number, or proof of application for a number.
- Meet other non-financial criteria, including any time limits for receiving assistance.
- Meet financial criteria.
- Provide all information needed to determine eligibility and benefit level.



## **Cost** for service:

Not applicable.

## **For** more information or application:

Application forms are available from any local Department of Human Services (DHS) office. Applications should be filed with the local DHS office serving the family's county of residence. For the DHS office nearest to you see the list in the Appendix beginning on page 229.

Any local DHS office can answer questions about FIP. People should contact the local DHS office serving their county of residence. The local office serving the particular county should be listed in the State or County Government section of the local phone book under "Department of Human Services," or just "Human Services." People may also contact the Department's Office of Field Support to locate any local DHS office by calling (515) 281-6899 *or* 1-800-972-2017.

# ***Family Support Subsidy Program***

## ***Description*** of Program and Services:

**T**he Family Support Subsidy Program consists of a monthly cash payment made to families who have a child with a disability. The subsidy is meant to help keep families together by defraying some of the special costs of caring for a child with a disability at home. As of June 1, 2002, the subsidy amount is \$353.29.

## ***Where*** services are provided:

Not applicable

## ***Who*** is eligible/age requirements:

- The child must be **less than 18 years of age** and, by educational determination, have a moderate, severe, or profound **educational handicap** or **special health care need** or otherwise meet the definition of having a **developmental disability**.
- The child must **live at home with their parent or guardian**, or if in an out-of-home placement, there must be a discharge plan for the child to return home in the next 60 calendar days.
- The family must **live in Iowa**.
- The family's **net (not gross) taxable income** for the calendar year, immediately preceding the date of the application, **must not exceed \$40,000**, unless it can be verified that their estimated taxable income for the year in which the application is made will be less than \$40,000.

## ***What*** services are provided:

- Cash Assistance

## **Cost for service:**

Not applicable.

## **For more information or application:**

Because of limited funds, at the present time, if a family is determined to be eligible for the subsidy, their name is placed on a statewide waiting list. *In spite of the lengthy waiting period, families are encouraged to apply to demonstrate the continued need for the subsidy program and increased funding to support all eligible families.*

Families apply through the Local Department of Human Services in the county in which they reside. The application consists of three parts: an application page, verification of disability form signed by the AEA or the child's physician, and income verification via your federal income tax form. The application page can be completed at home and is self-explanatory. However, if you need assistance in completing the application, ask to speak with a DHS social worker. The application must be submitted to the county DHS for eligibility determination and processing.

For more information:

FSS Program Manager  
Iowa Department of Human Services  
BDPS  
Hoover State Office Building  
5th Floor, 1305 East Walnut  
Des Moines, Iowa 50319  
Toll Free: 1-866-347-7782

*or* contact the local county office of the Iowa Department of Human Services listed in the Appendix beginning on page 229.

# *State Supplemental Assistance (SSA)*

## **Description** of Program and Services:

**S**tate supplemental Assistance (SSA) was designed to provide funds to persons who receive SSI (Supplemental Security Income) or who would be eligible for SSI benefits if their income were not too high. They must be in need of one of four categories of services provided under the SSA program (The SSA program has five payment categories; however, only four apply to children).

- **Special Blind Allowance.** A special blind allowance of up to \$22.00 a month may be added to a blind person's SSI benefit. Apply to the Social Security Office (See Appendix on page 281).
- **Residential Care.** Residential care applies to those individuals in a licensed residential care facility whose physician has verified the need for residential care, excluding nursing care. Those eligible may keep a portion of their monthly income to meet personal needs. The balance then goes to the cost-of-care in the facility. The Department of Human Services issues a State Supplemental Assistance payment to cover the balance of the cost-of-care. The payment comes to the applicant who, in turn, must pay the facility. Apply to the local county office of the Iowa Department of Human Services (see Appendix on page 229).
- **Dependent Relative.** (as it applies to children). If a person is aged, blind, or disabled and has a dependent relative (parent) living within his/her home, he/she may be eligible for a dependent person's allowance. This additional payment is received as part of his/her SSI payment. Eligibility is determined by the local Department of Human Services and payment is made through the Social Security Administration as part of the SSI payment. Apply to the local county office of the Iowa Department of Human Services (See Appendix beginning on page 229).

## **What** services are provided:

- Financial Assistance for Special Blind Allowance
- Residential Care
- Dependent Relative Allowance
- In-Home Health Related Care

- **In-Home Health Related Care.** This program offers assistance to enable a parent or his/her child to remain at home as long as possible rather than live in an institution. Application is made to the local Department of Human Services office and payment goes directly to the applicant who pays the provider. Often this is coordinated through the local Department of Health. There is a maximum monthly benefit rate. However, there isn't a capped spending appropriation in which benefits would stop if exceeded. Apply to your local county office of the Iowa Department of Human Services (See Appendix beginning on page 229).

## **Where** services are provided:

Not applicable

## **Who** is eligible/age requirements:

A person must be either aged (65 or older), blind, or disabled (as defined by the Social Security Administration), to qualify for SSA. Additionally, strict income/resource criteria must be met.

For a child living in the home to qualify, the parents must provide their income and resource information. Part of their income and resources is then "deemed" to belong to their child/children, and that must fall at or below allowable levels.

If the child has been hospitalized or institutionalized for an entire calendar month, the parent's income and resources will no longer be counted and only the child's resources (i.e., life insurance policy, bank accounts, stocks, and bonds, etc.) are counted. Disability criteria must still be met.

Social Security's definition of disability is that a person must be disabled for at least twelve months or have a disability that is expected to end in death. In other words, if the disability will be resolved in less than a year, an application will likely be denied. A letter from the child's physician stating clearly the child's problem, and length of anticipated need for services should accompany an application. If still denied, the case may be appealed.

## **Cost** for service:

Not applicable.

## **For** more information or application:

Contact the nearest Social Security Office; see the list in the Appendix beginning on page 281 or the local county office of the Iowa Department of Human Services; see Appendix beginning on page 229.

When applying, applicants should be sure to bring income tax information for the last year, current paycheck stubs, resource information, including real estate (other than their home and its land), savings and checking accounts, cash, stocks, bonds, a car, if it is worth more than \$4,500, or if used for anything other than transportation (e.g., farm truck, business car).



# ***Supplemental Security Income (SSI)***

**What** services are provided:

- Financial Assistance

## **Description** of Program and Services:

**S**upplemental Security Income (SSI) provides a minimum guaranteed monthly income for person(s) who meet income/resource, and disability eligibility requirements. In Iowa, those who are SSI eligible are also eligible for Medicaid (see pages 153 and 157). They may also be eligible for additional benefits such as food stamps, transportation, cost reimbursement, or other social services.

## **Where** services are provided:

Not applicable.

## **Who** is eligible/age requirements:

Anyone with limited income and/or resources can qualify. Strict income/resource criteria and disability criteria must be met to qualify as either a blind or disabled person.

For a child living in the home to qualify, the parents must provide their income and resource information and meet eligibility guidelines. (Part of their income is then “deemed” to belong to their child/children, and that must fall at or below allowable levels). If the child has been hospitalized or institutionalized for an entire calendar month, that child would qualify as an independent, not living in the home, as long as he or she had no other resources available (i.e., life insurance policy, bank accounts, stocks and bonds, etc.) Disability criteria still must be met.

Social Security’s definition of disability is that a person must be disabled for at least twelve months, or have a disability that is expected to end in death. In other words, if the disability will be resolved in less than a year, an application will likely be denied. A letter from the child’s physician stating clearly the child’s problem, and length of



anticipated need for services, should accompany an application. If it is still denied, the case may be appealed.

Appeals can be made in one of two ways:

1. In a **Case Review**, the applicant has the right to review the facts in his/her file. Facts may be added to the file. Another decision will be made; however, the applicant will not meet with the person who decides the case;
2. In an **Informal Conference**, the applicant can meet with the person who decides the case. The applicant may explain his/her stand, give more facts to help support his/her case. Others may accompany the applicant to this conference to support the case. The individuals may include friends, lawyers, physicians, etc.

## **Cost for service:**

There is no cost to families. Cash payments are made to persons who meet eligibility requirements.

## **For more information or application:**

Call the nearest Social Security Office; see Appendix beginning on page 281. When applying, applicants should be sure to bring income tax information for the last year, current paycheck stubs, resource information, including real estate (other than their home and its land), savings and checking accounts, cash, stocks, bonds, a car, if it is worth more than \$4,500, or if used for anything other than transportation (e.g., farm truck, business car). For other benefits, such as food stamps, transportation, cost reimbursement, or other social services, contact the local county Department of Human Services office (see Appendix beginning on page 229).



# ***Insurance***



# *Health Insurance*

**F**ew people know what services their health insurance policy will pay for or provide if they are injured or have a major health problem. It is important to read and know what your policy covers. This is the only way to make sure you receive all the services the insurance company has agreed to provide in your policy. Insurance is a contract between the purchaser (either in an individual or employer on a group basis) and the insurance company. The policy explains the details of the services provided and guarantees the coverage. As a policyholder you have certain responsibilities as part of the agreement, as does the insurance company. One of the insurer's duties is to respond in a reasonable and practical way to any claims they receive. The State Insurance Commissioner's Office is responsible for overseeing all contracts written, or sold, within the state.

**D**escriptions of the general types of plans and policies are on the following pages. To explain all the different insurance plans and policies available is impossible. Some policies will cover all the services you could possibly need and others will cover very few services. These descriptions will give you an overview of what is available. There are checklists of questions to help you decide if the services provided by a plan will be a good match for the needs of your children and family. Other tools, such as a list of the meanings of common insurance terms, a sample chart to keep track of billings, and suggestions to help you work with your insurance company; are included, too.

**T**he Iowa Insurance Division can be contacted for questions or complaints you may have with your insurance company about covered items or service. The complaint should be in writing. Include copies of bills or any letters you have written, or received, about the coverage of the item or services. The contact information is:

Iowa Insurance Division  
Consumer and Legal Affairs  
330 East Maple  
Des Moines, Iowa 50319  
Phone: (Iowa only) 877-955-1212  
(515) 281-5705

This information was adapted from "*Health Care Financing: A Guide for Families*" by Julie Beckett and information printed by the Iowa Program of Assistive Technology (IPAT).



# *Alphabet Soup:*

## *Health Care Definitions for Children with Special Health Care Needs...*

**Access** — Ability to receive services from a health care system or provider.

**Acute Care** — Medical services provided after an accident or for a disease, usually for a short time.

**Adverse Selection** — Occurs when those joining a health plan have higher medical costs than the general population; if too many enrollees have higher than average medical costs, the health plan experiences adverse selection.

**Ambulatory Care** — Outpatient medical services (not provided in a hospital).

**Benefits** — Health and related services guaranteed to be provided in a health plan.

**Capacity** — Ability of a (health) organization to provide necessary health services.

**Capitation** — Way of pre-paying a health plan, provider, or hospital for health services based on a fixed monthly or yearly amount-per-person, no matter how few, or many, services a consumer uses.

**Co-Payment** — What a consumer pays for each health visit or service received, usually under \$10.

**Coverage** — Agreed upon set of health services that a plan will pay for and/or provide.

**Deductible** — Annual amount that consumer agrees to pay for health services before insurance plan pays.

**Dual-Eligibles** — People who are eligible for both Medicaid and Medicare.

**DME/Durable Medical Equipment** — Necessary medical equipment that is not disposable; for example, wheelchairs, walkers, ventilators, commodes.

**Enrollee** — Person (consumer) who is covered under a health insurance plan, whether fee-for-service or managed care.

**EPSDT/Early and Periodic Screening, Diagnosis, and Treatment Program** — Mandatory Medicaid benefits and services for

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or visit our website:

<http://www.familyvoices.org>

Medicaid-eligible children and adolescents under age 21; designed to ensure children's access to early and comprehensive preventive health care and treatment. State Medicaid programs must provide EPSDT benefits.

**ERISA/Employee Retirement Insurance Security Act** — Federal act that allows businesses to develop self-funded health insurance programs. Such programs can limit benefit packages because they are not under the jurisdiction of state insurance regulations.

**Fee for Service** — Traditional health insurance, allowing consumer to choose providers and services, often with a deductible and co-payment. Also known as **indemnity coverage**.

**Formulary** — List of approved prescription medications which health plan pays for; medicines not listed in the formulary will not be covered.

**Gatekeeper** — Person, usually a primary care physician, designated by health plan to decide what services will be provided and paid for; approves all referrals, sometimes coordinates care.

**Grievance Procedure** — Defined process in a health plan for consumers or providers to use when there is disagreement about a plan's services, billings, or general procedures.

**HCFA/Health Care Financing Administration** — the federal agency responsible for Medicaid and Medicare; part of the U.S. Department of Health and Human Services/HHS.

**HMO/Health Maintenance Organization** — Health plan that requires its enrollees to use only certain health providers and hospitals, usually those within its own network.

**HEDIS** — System for determining the quality of a health plan's services and outcomes, based on certain data. HEDIS data, information, and guidance about children are limited.

**High Risk Insurance Pools** — State programs that enable people with health problems to join together to purchase health insurance; even with subsidies, premium rates are high because pool members are high risk.

**IPA/Individual (or Independent) Practice Association** — Association of physicians and other providers, including hospitals, who contract with an HMO to provide services to enrollees, but usually still see non-HMO patients and patients from other HMOs.

**Long-term Care** — Health maintenance and health services, including respite, home and personal care, for people with chronic conditions, disabilities, or mental illness. Can be provided in an institution or in the community.

**Mandatory Enrollment** — Requirement that certain groups of people must enroll in a program, Medicaid managed care, for example.

**Managed Care** — Way of financing and delivering health care for a set fee using a network of specific providers and services.

**MCO/Managed Care Organization** — Health organization, whether for-profit or not-for-profit, that finances and delivers health care using a specific provider network and specific services and products.

**Medicaid** — Federal program (Title XIX of the Social Security Act) that pays for health services for certain categories of people who are poor, elderly, blind, disabled, or who are enrolled in certain programs, including Medicaid Waivers. Includes children whose families receive assistance. Is financed with federal and state funds, amount varies by state.

**Medicare** — Title XX of the Social Security Act which pays for health care for the elderly and adults who are disabled.

**Medical Necessity** — Legal term used to determine eligibility for health benefits and services. It describes services that are consistent with a diagnosis, meet standards of good medical practice, and are not primarily for the convenience of the patient.

**PCCM/Primary Care Case Management** — System that pays primary care providers a monthly fee to coordinate medical services. Especially used by Medicaid.

**PHO/Physicians Hospital Organization** — Organization that includes hospitals and physicians contracting with one or more HMOs, insurance plans, or directly with employers to provide medical services.

**PHP/Prepaid Health Plan** — Health organization that receives pre-paid capitation payments for a select set of benefits; for example, physician services or lab tests.

**POS/Point of Service Plan** — Health plan whose members can choose their services when they need them, either in the HMO or from a provider outside the HMO at some cost to the member. Or, a plan in which the primary provider directs services and referrals.

**PPO/Preferred Provider Organization** — Managed care organization (MCO) that contracts with a network of providers who deliver services for set fees, usually at a discount to the MCO. PPOs usually sell to insurers and employers and do not assume insurance risk.

**Quality Assurance** — Monitoring and improving health care, either in an individual plan or broad health systems review, in a consistent and organized way.



**Reinsurance** — Insurance purchased by a health plan to protect against extremely high medical costs, either for specific groups or individuals.

**Risk** — Refers to the chance that a health plan or a provider takes when they agree to deliver health services to a group of people for a certain payment rate, even if costs for the services exceed the payments.

**Risk Adjustment** — The higher capitation rate paid to providers, or health plans, for services to a group of enrollees whose medical care is known to be more costly than average.

**Risk-Sharing** — Occurs when two parties, usually Medicaid and an MCO, agree through a formula to share any losses that result when medical costs exceed payments.

**SNF/Skilled Nursing Facility** — an institution providing skilled nursing and related services to residents; a nursing home.

**Spend-down** — The process of using up all income and assets on medical care in order to qualify for Medicaid.

**Stop-loss** — A form of health insurance that provides protection for medical expenses above a certain limit.

**SSI/Supplemental Security Income** — Monthly cash assistance for people, including children, who have low incomes, and who meet certain age or disability guidelines. In most states, SSI also includes access to Medicaid.

**Utilization Review** — A series of processes that assures that medically necessary acute inpatient and outpatient care has been provided in the most appropriate and cost-effective settings.

**Waivers** — The result of a process that allows state Medicaid agencies to apply for and receive permission from HCFA to provide services not otherwise covered by Medicaid and/or to do so in ways not described by the Social Security Act. Most Medicaid managed care programs require Waivers. The Waivers, which can differ greatly, are known by their numbers (115, 119), or as home- and community-based, or as Katie Beckett Waivers.

# *Suggestions for Working with Insurance*

- Policyholders need to learn the identity of their insurance agent or employee benefits representative.
- Read the current policy or the policy under consideration.
- Keep a record of all phone calls, including: date, time, person you talked to, and content of the conversation.
- Always follow-up your conversations with a letter. State what you believe was said and request notification of any errors in writing. Keep copies of all letters sent and received, bills, etc.
- Have your policy number and enrollment code number available when you call. If it is an employer-based insurance, provide the employer name.
- Learn the plan and what type of insurance coverage it provides. Is it fee for service? A Health Maintenance Organization (HMO)? Or a Preferred Provider Option (PPO)?
- Use the checklist(s) provided in this directory to help you see what is covered in your plan. Learn what prior approval procedures your plan requires you to use.
- Watch for contradictions. Red flag words are: “shall,” “may,” “chronic,” “custodial,” “preventive,” and “experimental.” These words usually mean things could be excluded. Make sure you understand your plan’s definition of these terms.
- Read carefully any “riders” that exclude certain health-related conditions.

- Ask if you are speaking to the proper authority. Does the person you are speaking with have the authority to authorize services?
- Only give the information necessary to support a request for services or equipment.
- Get the insurance company's response in writing, including denials for service or items.
- Understand the process your policy requires to appeal decisions. Ask for a copy of the appeals process, in writing, from the provider.
- Never take "no" for an answer. Always appeal denials.
- Remain polite. Do not lose your temper or appeal to the emotions.
- Make a clear and concise presentation of any information. Always speak to your, or your child's, medical needs and how long they are expected to last. Demonstrate how paying for a particular service or item will improve the outcome, or how providing a service/item will increase independence.

# Medical Insurance Summary Worksheet

Family Member Name: \_\_\_\_\_ Year: \_\_\_\_\_

[illegible]

•1986 PEAK: Parent Education and Assistance for Kids, 611 North Weber, Suite 200, Colorado Springs, CO 89903 (719) 531-9400 *or* 800-284-0251 (for parents) Reprinted with permission.



# *Fact Sheet:*

## *The Health Insurance Portability and Accountability Act (HIPAA)*

**I**t used to be that people with disabilities were afraid to change jobs for fear that their new employer would deny them health coverage. The Health Insurance Portability and Accountability ACT (HIPAA) may help to diminish these fears. The goal of HIPAA is to prevent employer provider health plans and insurers offering group health insurance from considering an individual health status when determining eligibility for coverage or the price of the premiums. HIPAA's purpose is to open doors to group health insurance for person who traditionally found these doors closed: individuals seeking to obtain health insurance with a new employer who have current medical conditions or a medical history. Here are some things to know about HIPAA:

### **Effective Date:**

HIPAA applies to a group health insurance plan, beginning the first day of a plan year, after July 1, 1997. So, for example, if an insurance plan operates on a calendar year basis, then the plan must comply with HIPAA beginning January 1, 1998. If, on the other hand, a plan year begins September 1 each year, then that plan would need to comply with HIPAA on September 1, 1997.

**Enrollment:** No disability-based discrimination. HIPAA prohibits consideration of a person's health status when making group health decisions. That means that a group health insurance plan may not provide lesser coverage or benefits for new enrollees than is provided under an existing plan, based on:

- Disability.
- A physical or mental medical condition.
- Claims history.
- Genetic information.

- Evidence of insurability.
- Health status

**Pre-existing Conditions.** HIPAA greatly restricts exclusions from coverage for health conditions that existed prior to the time that the person became covered under the group health insurance plan. If a plan covers a condition, then it must cover it for a new enrollee, unless the ailment meets HIPAA's more narrow definition of a "pre-existing condition." In such a case, a waiting period for coverage may be imposed.

- Under HIPAA a pre-existing condition is defined as, "any physical or mental condition for which advice, diagnosis, care or treatment, was recommended, or received, within the six month period ending on the enrollment date."
- Except in cases of late enrollee (where the waiting period is 18 months), the waiting period for coverage of a pre-existing condition cannot exceed 12 months.
- Pregnancy cannot be treated as a pre-existing condition. If a woman starts a new job when she is already pregnant, she may not be denied coverage for pregnancy-related services.

**Some examples under HIPAA:**

- A group insurance plan could not refuse to cover a person with cancer or a history of cancer;
- A group insurance plan could not refuse to insure a person with AIDS or a HIV negative partner of a person with AIDS.

**Premium and Benefits:** Group insurance plans cannot charge higher premiums on the basis of:

- Disability.
- A physical or mental medical condition.
- Claims history,

- Genetic information.
- Evidence of insurability.
- Health status.

**Minimum Benefits:** No minimum benefits are required under HIPAA. Group health insurance plans do not have to provide benefits to individuals with disabilities above and beyond those already provided. For instance, if a plan does not provide for substance abuse treatment, an employer would not have to add this benefit to accommodate a new enrollee desiring such treatment.

**Renewability:** Insurance carriers may only refuse to renew coverage for the following reasons:

- Failure to pay premium.
- Fraud.
- Violation of participation or employer contribution rules.
- Insurance carrier stops providing any coverage in the employer's market area.
- For network plans, no plan enrollee lives or works in the carrier's service area.
- For coverage through an association, the employer is no longer a member of the association.

**Material Reductions in Benefits:** Employers must provide plan participants with a summary of any changes in the plan within sixty (60) days from the date the changes are adopted if the changes materially reduce benefits or services.

Under HIPAA, a group health insurance plan may only charge different premiums, or provide different benefits, for people who are not "similarly situated." The final regulations addressing this issue were not available at the time of the publication of this information, but a few likely examples of people not "similarly situated:"



- Full-time employees vs. part-time employees.
- Professional vs. clerical staff.
- Employees residing in different geographic regions.
- People employed different lengths of time.

For additional information and answers to other commonly asked questions, this Health Insurance Portability and Accountability Act website is available:

<http://hipaa.hcfa.gov>

*This information was adapted from material printed by the national Association of Protection and Advocacy Systems.*

# ***Introduction to Managed Care***

## ***How Will Children with Special Health Care Needs Fare In Managed Care? Questions to Ask and Answer — Family Voices***

### **A Definition:**

**M**anaged Care is a way of delivering health care for a set fee within a network that includes a specific group of providers. A managed care organization coordinates and refers patients to its own health providers, clinics, and hospitals. Managed care organizations can monitor patient care, health care costs, and quality of service to provide cost-effective health care.

### **About our Children and Families:**

Like all families, families who have children with special health care needs want the best possible health care for our children so that they can grow up to be healthy, productive, and valued members of our society. Our responsibility to our children's health is a complicated one. Our children tend to visit pediatric specialists, other health providers, and hospitals frequently. They often require specialized medicines and equipment, and most need an array of community supports in order to live at home. As their parents, we have a responsibility to find health systems that are built upon principles of family-centered care and that have the capacity, flexibility, and commitment to serve our children well. Managed care systems have the capacity to provide excellent health care to children with specialized needs. As families, we must hold managed care organizations to standards of conduct and service that parallel our own obligations to our children.

## Obtaining Good Health Care:

1. How will children with rare (and not so rare) diagnoses be welcomed and treated?
2. How does a child access pediatric specialists within the managed care organization (MCO), outside the MCO, outside the state? Who decides? Who pays?
3. How difficult will it be to receive allied health services like therapies?
4. What is the process for obtaining equipment, assistive technology devices, durable and non-durable medical supplies, nursing care, and supports to enable a child to live at home?
5. Do benefits include enabling services: care coordination, transportation, home-care, peer support, family counseling, genetic services, experimental procedures, unusual medications, or treatments?
6. How close to home are regular clinical services? Specialty services?
7. Is there a cap on the amount of services a child can use in one year? A lifetime?
8. How is health care provided/paid for if a child requires health services while out of town?
9. Can health care be obtained in alternative settings: home, child care program, school?
10. Do emergency room personnel know how to care for a child with special health care needs? Will a child/family be penalized for ER visits? Are there alternatives to ER use?
11. Is there a special department for children with special health care needs?
12. Is the child's primary provider a pediatrician? Family practitioner? What are his or her qualifications for caring for children with special health care needs?

13. What are the qualifications for specialists who care for children with special health care needs?
14. What expertise do other providers (therapists, support staff) bring to their care of children with disabilities?

## **Ensuring Continuity:**

1. What assurance is there that pediatricians and specialists who now care for a child will continue to do so?
2. Can a specialty hospital be a primary source of care and part of a managed care network?
3. What are the guarantees for continuity of care: primary, specialty, therapeutic, home-care?
4. What happens if a child's provider leaves a managed care network?
5. Who sees a child after office hours?
6. How is a plan's financial capacity and longevity guaranteed? What if it goes out of business?

## **Having Choices:**

1. Can families choose their managed care plan?
2. Can families choose a child's primary and specialty providers?
3. Can families choose therapists? Home-care providers? Counselors? Vendors?
4. How do vendors and other providers get on managed care organization lists?

## **Making Decisions:**

1. How does the plan define “medically necessary?”
2. Who makes health care decisions: families, physicians, gatekeepers, others?
3. How long does it take to obtain authorizations for referrals?
4. Who are the gatekeepers? What are their qualifications? Who oversees them?
5. What is the managed care plan’s policy on obtaining second opinions? Who pays? How quickly?

## **Addressing Costs of Care:**

1. It can be expensive to provide health care to a child with special health care needs: How does the managed care organization address this issue?
2. Are physicians and others expected to ensure the array of care — equipment, lab tests, medicines, and referrals outside the MCH - that a child with special health needs often requires?

## **Assuring Quality:**

1. How is consumer satisfaction measured? How often? How and where are the results distributed?
2. What are the assurances that cost-control and quality health care can co-exist?
3. Must managed care plans meet certain quality standards? Who sets and monitors them?
4. What can consumers do to make sure that quality standards are met?
5. Who is accountable for quality of care? Are they accessible to ordinary families?

6. Who monitors services for children with special health care needs?
7. What is the oversight from a public health perspective? Corporate? State? Association?
8. How powerful is the oversight?

## **Solving Problems:**

1. If a family experiences a problem with their child's health care, billing, or other matter, how is the matter solved? By whom? What are the timelines?
2. Are plans required to have grievance procedures? If so, how family-friendly are they?
3. What public agency monitors problems/grievances, collects grievance information, and publishes it?

## **Controlling Costs:**

1. What are the premium costs for a family?
2. What will families pay for each visit?
3. Are there other co-pays, deductibles?
4. Can premiums be raised if the amount of care is considered excessive? How can families know this?

## **Finding Information:**

1. How do families learn about managed care?
2. How do families judge the quality of different managed care plans?
3. How do they determine which plan is best for their child and family?

4. How is information about the plan's quality of services distributed? Are annual ratings published?
5. How is care information fed back to the plan, for corporate purposes and state monitoring?
6. How easy is it to get phone numbers and gain access to physicians, administrators?

## **Delivering Family-Centered Care:**

1. Does the managed care plan know about and use the principles of family-centered care?
2. Is family-centered training offered?
3. Do plans have family advisory boards?
4. How does the managed care organization address the cultural and language characteristics of its patients?

## **Coordinating with Other Caregivers:**

1. Does the managed care system coordinate its services for children with special health needs with the state's Children's Medical Services/Title V agency?
2. How are financial and delivery responsibilities for therapies and other services decided between the managed care system and the schools?
3. How does the managed care system coordinate with traditional community providers?
4. Is there a relationship between the managed care system and local or state children's hospitals?

5. Will primary care clinics — especially those in rural or urban areas — be part of managed care systems?
6. If the rest of the family is in a managed care plan and their child with a special health care need is not, how will the family's health care be coordinated?

## **Collecting Data:**

1. Is there a plan, either with the managed care system or within a state agency, to collect information about how children with special health needs are doing under managed care?
2. Who is responsible for collecting, analyzing, and distributing data?
3. How will the data affect the delivery of health care to children with special health needs?

## **Planning for Including Children with Special Health Care Needs in Managed Health Care:**

1. If a state decides that children with special health care needs will not be served through Medicaid managed care, is there a plan to ultimately include children with special health care needs in managed care plans? Are families part of that planning process? What are the timelines?
2. If some services are delivered through a managed care plan (medical, for example) and other services (therapies or early intervention) are delivered outside the managed care system, how will the services be financed and coordinated? What agency will watch what occurs? How will it report its findings?
3. How are stakeholders, including families, involved in the development of this new way - managed care - to finance and deliver health care?





# *Private Insurance Programs*

## *Private Health Insurance (PHI)*

### **Description of Program and Services:**

The present system of financing health care in the United States requires individuals and families to work with a complex system of private and public funding sources to help cover expenses, either through direct payment or reimbursement. The major categories of private sources are as follows:

**Group Health Insurance Plans.** A group health insurance plan is generally purchased by an employer for the business employees, or by a fraternal or professional association for its members. A group plan is developed through negotiation between the employer and a private insurance company, such as Aetna, John Hancock, Prudential, Blue Cross/Blue Shield, etc. The employer may pay all or part of the cost of the employee's premium.

Although benefits vary widely, a group plan usually covers in-hospital care and services and some outpatient services. The plan may require deductibles or co-payments and have maximum benefit amounts. It may offer an "open enrollment period" (see below), or it may include a probationary or uncovered period. It may require the applicant to demonstrate insurability, or it may have a "pre-existing" condition clause (see below). The plan may also cover dependents.

Whether an insurance plan helps provide reimbursement or payment for assistive technology depends on the terms of the policy. If the policy specifically covers rehabilitation care, for example, it is more likely to pay for rehabilitative equipment. Often "assistive technology" items can be covered under plan provisions for "durable Medical equipment" or "prosthetic devices." Generally, it is necessary to have medical personnel verify, in writing, that the equipment is "medically necessary."

**Self-Purchased Individual Health Insurance.** As the name suggests, this type of health insurance plan is developed by the insurance

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company and purchased by an individual or family, not by an employer. The individual or family pays the premiums. As with group plans, coverage of assistive technology equipment will depend on the terms of the policy.

**Self-Insured or Self-Funded Plans.** An increasing number of large companies and institutions are financing health care costs for their employees by developing their own self-insured or self-funded plans. Benefits and costs are determined by the employer much as they are under a group plan. The company might involve an outside insurance company, either to serve as an administrator and process claims, or to provide additional stop-loss coverage (covering the employer's costs when they exceed a specified amount).

**Health Maintenance Organizations (HMOs).** An employer might develop a contract with an HMO to provide and pay for routine and preventive health care services for company employees. The employee is required to use health care providers and hospitals under contract to the HMO, but can choose among those providers for specific services. HMOs are mandated to refer clients to specialty care. For services the HMO-contracted providers are unable to provide, the HMO will — with prior approval — make referrals to other providers. Federally approved HMOs are prohibited from excluding subscribers on the basis of pre-existing conditions, but they may limit benefits and provider options.

**Preferred Provider Organizations (PPOs).** Under a PPO plan, the employer or insurer contract with particular health care providers to deliver specific services at lower prices to PPO members. The plan usually requires subscribers to choose primary care from a physician under contract with the PPO.

## Additional Notes:

There are a number of special terms and a few special programs associated with private health insurance.

**Open Enrollment Period.** A company may offer an “open enrollment period” yearly, during which time employees may transfer to another coverage plan without waiting periods of consideration for “pre-existing” conditions. When investigating the benefits in a given plan, you may need to talk with the benefits representative of the employer

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offering the plan and the representative with the insurance company who handles the policy. You may also wish to identify the person within the insurance company who has the power to decide on benefits questions, and a person who can explain the insurance company's process for making complex benefits decisions, appealing a decision, or expressing a grievance.

**Non-Discrimination.** Group health insurance plans may not exclude persons from coverage based on health status-related factors, including medical condition, claims experience, medical history, and disability.

**Pre-Existing Condition Clause.** Some group health insurance plans have provisions that exclude or limit coverage for conditions that existed and were treated prior to enrollment in the plan. A federal law, the Health Insurance Portability and Accountability Act of 1996, has imposed significant limitations on the use of pre-existing condition clauses. The law limits the conditions that can be subject to exclusion to those for which medical advice, diagnosis, care, or treatment was recommended or received in the six months prior to enrollment. It also sets out certain specific pre-existing conditions that cannot be excluded (including pregnancy). Generally, the exclusion cannot last more than 12 months after enrollment, and in fact will be shorter if the individual has "creditable coverage." If the individual previously was in a group health insurance plan, that "creditable coverage" can work to reduce the length of the pre-existing condition exclusion. When a person loses coverage in a group health insurance plan, they should obtain a "certificate of creditable coverage" to ensure that any pre-existing condition provision in a subsequent plan will be appropriately shortened.

**Case Management Programs.** Many insurance companies now offer the option of case management programs, which may allow alternative, more cost-effective benefits (such as home care versus hospital care). Ask your insurer whether such a program is available, who is eligible, and how it works.

**COBRA.** A federal law, known as the Consolidated Omnibus Budget Reconciliation Act, permits certain individuals (generally those whose employers have 20 or more employees) to continue their coverage in their employer's health plan after their employment ends. This "continuation coverage" can also extend to dependents and surviving, divorced, or separated spouses. The coverage is available for 18, 29, or 36 months depending on the circumstances. The individual

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opting for the continuation coverage by COBRA may be covered by a similar state law, Iowa Code Ch. 509B, which provides a nine-month continuation period. Employers are supposed to give employees notice of their rights to continuation coverage at the time of separation from employment.

**State Law and Regulations.** Individual states have laws and regulations governing health care insurance plans. Certain statutes might apply only to specific categories of insurers, such as HMOs or commercial insurers within the state. To obtain information on Iowa's laws and regulations, including mandated benefits and the process of filing complaints and appeals, contact the state Commissioner of Insurance:

Iowa Commissioner of Insurance  
Iowa Insurance Division  
330 Maple Street  
Des Moines, Iowa 50319  
(515) 281-5705  
Web site: [www.iid.state.ia.us](http://www.iid.state.ia.us)

The department has two toll-free numbers: For any insurance complaint: (877) 955-1212. For senior health insurance questions: (800) 351-4664.

## Services of the Iowa Insurance Division:

**Consumer Complaints.** The Consumer Affairs Bureau of the Iowa Insurance Division will review and, if appropriate, investigate consumer complaints. It evaluates whether the insurance company has complied with insurance laws and requires that insurance companies thoroughly and fairly investigate claims. Although a complaint can be initiated by telephone, the agency will require that a complaint form be completed.

**External Review.** In certain circumstances, the Iowa Insurance Division can arrange for external review of "medical necessity" decisions. Independent specialists conduct these reviews. If the reviewing health care professional determines that the service is medically necessary, the agency will require the insurance company to make payment. The insured person must complete the company's internal appeal process before an external review is available. A written request for review must be sent to the insurance division within 60 days of the

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company's final denial. A \$25 charge is imposed by the insurance division for the external review. Persons interested in external review should contact the Iowa Insurance Division for additional information.

## Appeals:

In general, Iowa law requires an insuring agent to describe its method for resolving member complaints in its "subscriber certificate," the document describing member coverage. The description should include an explanation of the process and the time limits for responses. Informal methods of resolving complaints may include calling, writing, or visiting the customer service department of the health coverage company to describe the complaint and ask for reconsideration.

If you are covered by either a group health insurance plan or a self-purchased plan, and your insurance company rejects a claim, you should first contact the claims adjuster or case manager of the company so the insurer can conduct an internal review of the rejection. Refer to your plan documents to ensure you comply with procedural requirements of the plan. If you have tried to appeal a claim decision with the insurer and are not satisfied with the outcome, or if you have complaints regarding the company's handling of your case, you should contact the Iowa Insurance Division (see address above), either in writing or in person. See Services of Iowa Insurance Division. Submitting the complaint to the Division is an important way to alert the agency to problems consumers are having, either with kinds of coverage or with specific insurers. When filing complaints, always have your policy number, enrollment code, and documentation justifying your claim.

Self-insured or self-funded plans may or may not be regulated by state law. If they are not regulated by state law, no appeal can be made to the Insurance Division. Federal government regulation of such plans is minimal; it does not regulate the content, only whether discrimination is involved.

Companies that are self-insured are governed by ERISA (the Employee Retirement Income Security Act of 1974). The U.S. Department of Labor, Pension, and Welfare Benefit Administration, Technical Assistance and Inquiries Department, offers two informative booklets: *What You Should Know About ERISA* and *How to File a Claim for Your Benefits*.

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**Rights Under ERISA.** A federal law, the Employee Retirement Income Security Act, regulates most health plans maintained by employers (certain organizations like churches and state governments are exempt). This law requires that plan administrators provide information to persons participating in the plan about the benefits that are offered, and the procedures for making and seeking review of a claim. Each participant should get a “summary plan description,” describing benefits and procedures.

If a claim is denied, the plan administrator must provide a written explanation of the decision. The participant has the right to request a full and fair review of the decision by the plan administrator. The participant has the right to bring an action in court if he or she believes benefits have been wrongfully denied.

It is important that employees understand and follow procedures set up under the plan. The plan will have specific deadlines. Important legal rights may be lost if procedures are not followed in a timely manner. It is also important that the participant thoroughly document their claims. Courts reviewing these decisions generally look only to the information that was available at the time the decision was made.

This information was adapted from “*Health Care Financing: A Guide for Families*” by Julie Beckett and information printed by the Iowa Program of Assistive Technology (IPAT).

# ***Private Insurance Checklist for Families***

## **In-Patient Hospital Coverage:**

1. What services are covered?
2. Are there any co-payments?
3. Are there any deductibles?
4. Are there any pre-approval procedures to be followed for needed services not usually covered?
5. Will exceptions be made to the policy if the primary doctor deems services necessary?
6. How many days in the hospital are covered?
7. Are there any pre-existing condition clauses that limit coverage?

## **Out-patient Services/Home Care Coverage:**

1. Are there any restrictions regarding home care? Are you limited to a registered nurse only? Are you limited to only a registered nurse at eight-hour shifts?
2. Must home care coverage start within a certain number of days upon hospital discharge? Is it limited to a certain number of days? Will it be covered 100 percent? Are there any co-insurance requirements?
3. What types of providers' services will be covered? How many hours?
4. How many visits? How is a "visit" defined?
5. Is there a minimum or maximum number of hours or dollars in these areas?
6. What is the family deductible per calendar year?
7. Is there an 80/20 co-insurance requirement up to a specified dollar amount per calendar year? Does the insurer cover 100 percent of the charges when that dollar amount is met? What is the dollar amount?
8. Is there a lifetime maximum? Does this include hospital coverage, or only outpatient series or homecare nursing services, etc.?

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*Health Care Financing:  
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by Julie Beckett.



9. How much has been spent, to date, toward the lifetime maximum?
10. Is there major medical coverage?
11. What services are included in the major medical coverage?
12. Is there a preferred provider option? Does the option cover only doctors, or are home health care providers, therapists, medical equipment vendors, etc., included? Are there exceptions to using the preferred provider? Will it cost more to use a provider not on the list? How much will it cost?
13. Does this policy contain a catastrophic illness clause?
14. Are there any exclusionary clauses? Things like experimental drugs? Treatments? Tests?
15. Can you purchase a supplementary benefits package? Can this include services not currently covered?
16. How does the insurance policy define, and how does the company determine what is: Usual and customary? Experimental? Therapeutic? Custodial? Medically necessary?
17. How many of the following are covered under your current policy or can they be purchased under supplemental policy or policies? What items do you use that are not covered?

- ☐ Adaptive equipment
- ☐ Prone standers
- ☐ Corner tables
- ☐ Specialized car seats
- ☐ Bath aides
- ☐ Van adaptations
- ☐ Medications
- ☐ Tracheotomy tubes
- ☐ Gastrostomy tubes
- ☐ Feeding bags
- ☐ Formulas
- ☐ Wheelchairs    How often can they be replaced? \_\_\_\_\_
- Are repairs covered? \_\_\_\_\_
- ☐ Corrective shoes
- ☐ Orthopedic braces

This information was adapted from  
*Health Care Financing: a Guide for Families*,  
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- ☐ Eye glasses
- ☐ Lens replacement
- ☐ Specialized orthodontia; Braces \_\_\_\_\_
- ☐ Prosthetic devices
- ☐ Respite care
- ☐ Genetic services
- ☐ Hospice services
- ☐ Speech, language, and hearing services
- ☐ Physical therapy
- ☐ Occupational therapy
- ☐ Mental health services
- ☐ Home health aide
- ☐ Homemaker services
- ☐ Attendant services
- ☐ Nutrition services
- ☐ Rehabilitation services
- ☐ Infant stimulation services
- ☐ Counseling programs \_\_\_\_\_ parent \_\_\_\_\_ patient  
\_\_\_\_\_ peers \_\_\_\_\_ siblings
- ☐ Care management
- ☐ Durable medical equipment \_\_\_\_\_ ventilators  
\_\_\_\_\_ suctioning \_\_\_\_\_ IV stands  
\_\_\_\_\_ air compressors \_\_\_\_\_ feeding pumps

This information was adapted from *Health Care Financing: a Guide for Families*, by Julie Beckett.



# ***Health Maintenance Organizations (HMOs) Checklist for Families***

**I**n addition to the questions in the private insurance checklist, these additional questions should be asked of an HMO.

## **Questions Concerning Referrals to Other Physicians:**

1. What are the procedures and restrictions on obtaining referrals to specialty providers affiliated with the HMO?
2. What are the procedures and restrictions on obtaining referrals to specialty providers not affiliated with this HMO?
3. Are subscribers usually granted their requests for referrals?
4. How long does it take to get a decision on a request for a referral?
5. Who must approve referrals?
6. How are denials of referrals appealed?
7. Are all the providers listed on the HMO roster available to all subscribers? If not, what are the restrictions?

## **Questions Concerning Hospitals**

1. Does the HMO have contracts with hospital(s)?
2. Which HMO physicians have staff privileges at which of these hospitals?
3. If a subscriber selects a primary care physician who is with a particular clinic or individual practice association, will a subscriber be restricted to specialists who are members of that clinic or individual practice association?
4. Do any of the primary care physicians refuse or prefer not to care for children with disabilities?
5. Will the primary care provider assigned to a child be a pediatrician?
6. What is the procedure for changing the primary care physician?

This information was adapted from *InfoTech/IPAT* and from *Health Care Financing: a Guide for Families*, by Julie Beckett.

7. Do specialists affiliated with the HMO have training and experience in treating children?
8. What suppliers of durable medical equipment or orthotics does the HMO use? Are subscribers free to select any of these suppliers? Which suppliers have experience in serving children?
9. Are there restrictions on coverage of physical, occupational, or speech therapy?
10. Are there restrictions on coverage of mental health services?
11. Are there restrictions on the length of time for which mental health services will be authorized?
12. What preventive services does the HMO offer and at what cost to subscribers?
13. What financial incentives (bonus or penalties) are used to encourage physicians to control utilization and costs of services?
14. Will the HMO pay for a second opinion from a physician not affiliated with the HMO?
15. Does the HMO have an internal grievance procedure? If so, how does it work and who makes decisions on grievances?
16. Does the HMO exclude coverage of services that might be provided to children under a special education program? Are such services covered if the child is not eligible for a special education program?
17. Are mental health services available from providers with expertise in serving children?
18. What does the HMO consider a reasonable distance to travel to see a provider?
19. Will the HMO make referrals to out-of-plan providers if no HMO provider is geographically accessible?
20. Is the HMO financially solvent? (Your insurance commissioner's office may have this information about the financial status of the HMO).

This information was adapted from *InfoTech/IPAT* and from *Health Care Financing: a Guide for Families*, by Julie Beckett.

# *An Introduction to Managed Care for Children with Special Health Care Needs*

*by families for families*

**T**his fact sheet is written by parents who have definitely “been there.” It introduces Managed Health Care to families who have children with special health care needs. We hope it will answer many of your questions and help lead you to your own answers. We wrote this with love and we dedicate it to our kids, who teach us so much.

Family Voices believes it is important for families who have children with disabilities and chronic health conditions (special health care needs) to know about managed care because:

- A family is a child’s most important provider of health care, so we need to be informed.
- Our children use health care more than most kids, so they will probably experience managed care more intensely than children without special needs.
- We families can help shape and improve managed care if we are informed and active consumers.

## **What is Managed Care?**

Managed care describes new ways that private and public health systems pay for and deliver health care. It is a change from “fee-for-service,” where the medical care is paid for each time you use it and where patients have a choice of providers. Under fee-for-service, you could select your child’s primary doctor, decide which specialist your child should see, and even choose a hospital or therapy center. All that changes with managed care. These changes occurred because health

**What** services are provided:

- Cash Assistance

This information was adapted from material originally written by Janet Vohs (MA) with assistance from the Family Voices staff and State Coordinators: Bob Craig, Dara Howe, and Lorri Park.

care has become so expensive that something had to be done. Managed care became the solution, although no one really knows if it will be less costly, especially for children like ours who need to use health services more than most kids.

## How Does Managed Care Work?

A Managed Care Organization (MCO) contracts with a network or group of health care providers — doctors, hospitals, clinics, therapists, equipment dealers, home health agencies, and others — to provide health services. You can usually use only the providers in the network. The network will be known by its own name. For example: United Health Plan.

The MCO limits patients' choice of providers. You can no longer see any doctor you wish. The doctor, therapy center, or home health agency must be in the MCO network and on its list of providers. The MCO will not pay for services from providers not on its list or in its network.

The MCO pays its health care a monthly or yearly rate for all the services a patient uses; no matter how often they use them. This is called a capitation rate. A doctor's salary, for example, is not based on the number of patients seen, but rather on what his/her capitation rate is from the MCO.

The MCO has the power to "second-guess" decisions made by doctors or other health providers. If the MCO does not approve of a service or referral, it can refuse to pay for those services.

## Before You Sign Up For A Managed Care Plan:

- Know about your child's condition and what kinds of doctors, medicines, equipment, supplies, and other important services he or she might need. Make a list.
- Find out which managed care network (MCO) your child's doctors, therapist, hospitals, and other important people and places in your child's health world belong to. Many will probably belong to several managed care networks. Call and make sure. Many families choose their managed care plan because they like a certain pediatrician, specialist, hospital, or home health agency.

This information was adapted from material originally written by Janet Vohs (MA) with assistance from the Family Voices staff and State Coordinators: Bob Craig, Dara Howe, and Lorri Park.

- Gather information: brochures and booklets from the managed care organizations you are thinking about; the health insurance policy covering your child and/or family; the list of benefits covered in the health plan, you and your child have. Read this material or ask someone to help you understand it.
- Learn the words used in managed care.
- Attend presentations MCOs put on at work or in your community to ask some of the questions in this list.
- Determine which MCO will also give the rest of your family good health care.
- Know the rules and deadlines for switching plans, just in case the first managed care plan doesn't work for you or your child.

This information was adapted from material originally written by Janet Vohs (MA) with assistance from the Family Voices staff and State Coordinators: Bob Craig, Dara Howe, and Lorri Park.





# ***Iowa Comprehensive Health Plan (ICHP)***

## **Description** of Program and Services:

**T**he Iowa Comprehensive Health Plan is designed to provide health insurance to Iowa residents who are unable to find adequate health care insurance coverage in the private market due to a mental or physical condition.

## **Where** Services are Provided:

A health insurance coverage plan.

## **Who** is Eligible/Age Requirements:

Coverage is available to persons who:

- Are current and continue to be residents of Iowa;
- Have received from one or more health insurers any of the following:
  - \* Notice of rejection for substantially similar health insurance dated within the last nine months.
  - \* Notice of benefit reduction or specific condition exclusion.
  - \* Notice of premium increase for in-force or applied for insurance exceeding the rate for this coverage.
- Do not have other insurance which is similar to the plan.
- Are not on medical assistance.
- Are not eligible for public programs for which medical care/coverage is provided.
- Are not inmates of a public institution.

## **What** services are provided:

- A health insurance coverage plan.

## **Cost for service:**

There is a monthly premium charge for this health care coverage. Contact the Plan Administrator for a quote.

## **For more information or application:**

Information may be obtained or application made to any agent licensed to sell health insurance in the state of Iowa or contact the plan directly to request additional information or an application.

State of Iowa Comprehensive Health Administrator  
P.O. Box No. 33728  
Indianapolis, Indiana 46203-0728  
1-800-877-5156

Individuals already enrolled in the Iowa Comprehensive Health Plan can get specific information about their plan on line:

[www.onlinehealthplan.com](http://www.onlinehealthplan.com)

# ***Publicly Funded Insurance Programs Healthy and Well Kids in Iowa (hawk-i)***

## **Description** of Program and Services:

***h***awk-i provides health care coverage for uninsured children who do not qualify for Medicaid (Title XIX), and whose family income is between 133-200 percent of the Federal Poverty Level (FPL).

## **Where** services are provided:

*hawk-i* is an insurance that may entitle children to the services listed to the right. Those services would be available in their community through outpatient, inpatient, and community-based programs.

## **Who** is Eligible/Age Requirements:

- This program serves children, 0-19 years old, through the end of the month of the child's 19th birthday.
- The child must be uninsured. (The only exception is if the child has a single coverage plan such as dental **only** or vision **only**. If this exception applies, the child may participate).
- The child must be a resident of Iowa or with a family member who is entering the state with a job commitment or with intent to live in Iowa permanently.
- The child must be a citizen or legal permanent resident. If the family entered the country after August 22, 1996, they cannot get *hawk-i* until they live in the country for five years.

## **What** services are provided:

Children who qualify for this insurance may receive the following benefits:

- Inpatient hospital services
- Physician services
- Outpatient services
- Durable medical equipment
- Home health care
- Hospice services
- Prescription drugs
- Dental services
- Hearing services
- Vision care

## **Cost** for service:

Coverage is free for families whose income is between 133-150 percent Federal Poverty Level. For a family whose income is between 150-200 percent FPL, the premium is \$10/month for one child or \$20/month for two or more children.

## **For** more information or application:

Call 1-800-257-8563 or you can download an application at:

[www.hawk-i.org](http://www.hawk-i.org)

# ***Medicaid***

## ***Title XIX Medical Assistance***

### ***Description of Program and Services:***

**M**edicaid is a federal and state program designed to provide public funding for health services to low-income pregnant women, members of families with dependent children, and persons who are aged (age 65 and older), blind, or disabled. In Iowa, Medicaid is administered through the Iowa Department of Human Services (DHS). Individuals interested in applying for Medicaid should contact the local DHS office in their county.

### ***Where services are provided:***

Not Applicable.

### ***Who is eligible/age requirements:***

Eligibility for the program, which is sometimes referred to as Medical Assistance or Title XIX (the section under the Social Security Act which authorized the program), is determined by income and resource level. Eligibility is determined by the Iowa Department of Human Services.

### ***Cost for service:***

Not applicable

### ***For more information or application:***

Contact your local DHS Office (see Appendix beginning on page 229).

Iowa Department of Human Services  
Hoover State Office building  
Des Moines, Iowa 50319-0114  
Phone: (515) 281-8621  
Web Site: [www.dhs.state.ia.us](http://www.dhs.state.ia.us)  
E-mail: [coppes@dhs.state.ia.us](mailto:coppes@dhs.state.ia.us)

### ***What Services are Provided:***

Each state participating in Medicaid is required to cover inpatient and outpatient hospital services, nursing facility services, physician services, home health care services, laboratory, and X-ray services, and Early Periodic Screening, Diagnosis, and Treatment (EPSDT) services. Medicaid also covers “durable medical equipment” that is necessary and reasonable for the treatment of an illness or injury or to improve the functioning of a malformed body member.

- Assistive technology
- Audiology
- Family training, and counseling
- Health services
- Nutrition services
- Occupational therapy
- Physical therapy
- Psychological services
- Medical services for diagnostic or evaluation purposes
- Speech-Language pathology
- Special instruction
- Transportation and related costs
- Vision services
- Social work services



# ***Health Insurance Premium Payment (HIPP) Program For Medicaid Recipients***

## ***Description of Program and Services:***

**T**he Health Insurance Premium Payment (HIPP) program is a Medicaid (also known as Title XIX) program that pays for the cost of premiums, co-insurance and deductibles, up to the Medicaid reimbursement rate. The program pays for private health insurance for Medicaid-eligible persons when it is determined to be cost effective (i.e., it costs less to buy health insurance to cover medical care than to pay for the care with Medicaid funds). HIPP does not pay co-insurance or deductibles for the members of the household who are not Medicaid eligible.

## ***Where services are provided:***

Not applicable

## ***Who is eligible/age requirements:***

To be eligible for HIPP, families or households must have a family member who receives Medicaid benefits. The Department of Human Services (DHS) first determines the cost-effectiveness of paying for the health insurance. This is done by establishing the average amount of Medicaid that is spent on individuals with similar characteristics to those Medicaid individuals in the household; (i.e., age, sex, etc.). DHS also considers the specific health-related circumstances of Medicaid individuals in the household. The expected Medicaid payments are compared to the services covered under the health insurance policy and the cost of the premiums, co-insurance, and deductibles. If the cost of the insurance is less than what DHS would spend in Medicaid for those same services, the insurance policy is cost-effective.

## ***What services are provided:***

HIPP provides payment for private health insurance coverage. DHS will not find health insurance for clients. Health insurance must be available through an employer, an organization of which one is a member, a labor union, a credit union, a church affiliation, or a personal policy in which one wishes to enroll. A family wishing to participate in HIPP must notify DHS of the availability of the insurance.



Members of the family who are not eligible for Medicaid may be covered under the private health insurance plan. If the employer offers a choice of payment options (i.e., employee only, employee and spouse, employee and child, or family), DHS will pay only for the option which covers Medicaid eligible individuals in the family. Frequently, employers offer only the choice of single coverage or family coverage. In this case, DHS would pay the family premium, if it were cost effective and that was the only way to cover the Medicaid eligible individuals (usually the children). In this way, the entire family could be covered when DHS paid the one premium.

### **Cost for service:**

Coverage is provided at no cost to the family.

### **For more information or application:**

Contact the income maintenance worker at the local county office of the Iowa Department of Human Services. See the list beginning on Appendix page 229 for the office nearest you.

# *Medicaid for Mothers and Children (MAC)*

## **Description of Program and Services:**

**T**his program provides Medicaid coverage to families with income levels below certain Federal Poverty Levels to ensure pregnant women access to adequate prenatal and postpartum care. Additionally, the program works to ensure young children easy access to medical care, including preventive services.

## **Where services are provided:**

Not applicable

## **Who is eligible/age requirements:**

Families may be eligible if they meet one of the following criteria:

1. Pregnant women and infants (under one year of age) whose family income or resources are more than the Family Medical Assistance program (FMAP) limits, but whose family income does not exceed 200 percent of the Federal Poverty Level, and whose family income or resources do not exceed \$10,000.
2. Children, age one through eighteen years, whose family income is more than the FMAP limits, but whose family income does not exceed 133 percent of the Federal Poverty Level.

## **Cost for service:**

There is no cost to the family for Medicaid covered services.

## **What services are provided:**

If one of the criteria in **Who is Eligible/Age Requirements** is met, children and pregnant women may be eligible for Medicaid (Title XIX) coverage. Medicaid covered services may be received from any Medicaid provider.

Pregnant women determined Medicaid eligible may remain eligible throughout their pregnancy and may qualify for an additional 60 days of postpartum eligibility. Children may receive Medicaid coverage for as long as the family meets all eligibility criteria.

***For*** more information or application:

Contact the local county office of the Iowa Department of Human Services listed in the Appendix beginning on page 229.

# ***Medically Needy***

## **Description of Program and Services:**

**T**he Medically Needy program is designed to provide medical assistance for persons who have income or resources that are too high to qualify for the Family Medical Assistance Program (FMAP) or Supplemental Security Income (SSI) but have income that is not enough to meet their medical expenses.

## **Where services are provided:**

Not applicable

## **Who is eligible/age requirements:**

Anyone under the age of 21, pregnant women, and adults who care for dependent children under age 18, or 19 if still in school, (a parent, incapacitated step-parent, aunt, uncle, or grandparent) may be eligible if he/she would be eligible for FMAP or child medical assistance except that the family's countable income or resources exceed limits.

Anyone, regardless of age, may be eligible if he/she would be eligible for SSI except his/her income or resources exceed limits. To qualify for SSI the person must be over age 65, be blind, or be disabled with a physical or mental impairment which has lasted, or is expected to last, a continuous period of at least 12 months. Resources and income must be within certain limits.

## **Cost for service:**

For those households whose total, net, countable income exceeds the Medically Needy Income Level (MNIL), a "spenddown" amount is determined. The family's unpaid medical expenses, or medical expenses incurred during the certification period, may be used to meet the spenddown. During the months for which a person is certified, covered medical services, other than those medical expenses used to

## **What Services are Provided:**

- Institutional Care
- Medicaid

meet the spenddown, will be paid by Medicaid for the portion that third-party insurance does not cover.

A small part (co-payment) of the provider's service charge may be charged to the family. Except for the spenddown obligation, if applicable, and co-payments, there is no additional charge to the family.

### ***For* more information or application:**

More information may be obtained from the county office of the Iowa Department of Human Services, see the Appendix list beginning on page 229.

# ***Presumptive Medicaid Eligibility***

## ***Description*** of Program and Services:

**P**resumptive Medicaid Eligibility is a program designed to allow pregnant women to receive Medicaid coverage for ambulatory medical care while a formal Medicaid eligibility determination is being made by the Department of Human Services (DHS).

## ***Where*** services are provided:

Not applicable

## ***Who*** is eligible/age requirements:

Pregnant women, regardless of age, with net, countable income at or below 185 percent of the Federal Poverty Level.

Note: If the individual fails to file a formal Medicaid application, coverage is discontinued on the last day of the month following the month presumptive eligibility was determined.

## ***Cost*** for service:

There is no cost to recipient for services provided.

## ***For*** more information or application:

Presumptive Medicaid eligibility is determined by selected medical providers who meet federal requirements and who are authorized by the DHS. In Iowa, authorized providers are primarily Maternal and Child Health Centers (MCHC). To locate the nearest MCHC call 1-800-383-3826 or see the list beginning on Appendix page 253.

## ***What*** services are provided:

Pregnant women who have been determined to be presumptively eligible for Medicaid are eligible for ambulatory medical services. Inpatient hospital services and services associated with delivery of the baby are not covered until the pregnant woman has been formally determined Medicaid eligible by DHS.



# *Medicare*

## **Description** of Program and Services:

**M**edicare (Title XVIII) is a federal health insurance program for the aged (age 65 and over) and certain disabled persons with chronic renal disease.

## **Where** services are provided:

Not applicable

## **Who** is eligible/age requirements:

Most persons, regardless of age, with chronic renal disease are eligible for Medicare coverage. One who has experienced kidney failure and is in need of a kidney dialysis or a kidney transplant is entitled to special coverage under Medicare if they, or their parents or spouse, are insured through contributions to the Social Security program.

## **Cost** for service:

Not applicable.

## **For** more information or application:

Contact the Social Security Office in your area. See Appendix beginning on page 281 for the office nearest you.

## **What** services are provided:

- Special health insurance coverage for kidney dialysis or kidney transplant.







***Support  
Services and  
Parent  
Resources***



# ***Camp Courageous of Iowa***

## ***Respite Care and Emergency Care Programs***

### ***Description of Program and Services:***

**R**espice Care Program: Respite Care is short-term care of an individual with a disability who is living at home. The Respite Care Program at Camp Courageous of Iowa provides a weekend full of fun and adventure for any person with a physical or mental disability. Respite arrival time is 7:00 p.m. on Friday, and departure time is 1:00 p.m. on Sunday.

**Emergency Care Program:** Camp Courageous offers Emergency Respite Care 24 hours a day, seven days a week, and 365 days a year. Emergency Respite is short-term care of an individual with a disability in the event of hospitalization or serious illness of the primary care giver, death in the family, or other crisis situations. Separate vacation time is not considered an emergency and should be planned for using other programs.

### ***Where services are provided:***

At Camp Courageous, a 70 acre wooded site, located just east of Monticello in James County, Iowa.

### ***Who is eligible/age requirements:***

Respite care is open to any individual with a mental or physical disability living at home. Age is not a restriction.

### ***What services are provided:***

Provides a safe, caring, supported environment for individuals with disabilities to participate in activities such as arts, crafts, swimming, sensory awareness, out-cooking, camping, pony rides, canoeing, etc. A registered nurse is available.

## **Cost for service:**

A \$25 deposit is required one week in advance to secure a reservation. A respite weekend is currently \$110.00. There is a \$5.00 charge for each half hour beyond scheduled arrival/departure times. Camp Courageous is a Home and Community Based (HCBS) Service provider and waiver eligible individuals can use their waiver respite hours. Families of individuals not eligible for a waiver program will be asked to pay what they can, but no one is ever turned away for lack of funds.

## **For more information or application:**

Tom Shank  
Respite Care/Volunteer Coordinator  
Camp Courageous of Iowa  
12007 - 190th Street  
P.O. Box 418  
Monticello, Iowa 52319-0418  
Phone: (319) 465-5916, ext. 204  
FAX: (319) 465-5919  
E-mail: [TShank@campcourageous.org](mailto:TShank@campcourageous.org)

# ***Camp Courageous of Iowa***

## ***Week-Long Camp Sessions***

### ***Description of Program and Services:***

**C**amp Courageous of Iowa is a recreational and respite care facility for individuals with disabilities. The camp philosophy is all people, regardless of ability level, have the right to opportunities found in the world around them. The week sessions at Camp Courageous provide numerous opportunities for fun and adventure!

### ***Where services are provided:***

At Camp Courageous, a 70-acre wooded site, just east of Monticello in Jones County, Iowa.

### ***Who is eligible/age requirements:***

Any individual age 4, or older, with a physical or mental disability.

### ***Cost for service:***

Summer sessions are currently \$300.00. Fall sessions are \$250.00. Week-long sessions fill up really fast so we encourage individuals and their families to plan ahead. Camp Courageous is a Home and Community Based Service (HCBS) provider and waiver eligible individuals can use their waiver respite hours. Families of individuals not eligible for a waiver program will be asked to pay what they can. No one is ever turned away for lack of funds.

### ***What services are provided:***

Provides a safe, caring, and supported environment with opportunities for everyone to participate as fully as they can in a variety of activities such as arts, crafts, swimming, outdoor cooking, camping, gym activities, horse rides, nature studies, fishing, etc. Summer camp sessions run Sunday to Friday. Fall camp sessions run Monday to Friday. The average stay is one week per season, but can vary. A registered nurse is available.

***For*** more information or application:

Stephen Fasnacht  
Program Director  
Camp Courageous of Iowa  
12007 - 190th Street  
P.O. Box 418  
Monticello, Iowa 52319-0418  
Phone: (319) 465-5916, ext. 207  
FAX: (319) 465-5919

# ***Camp Hand-in-Hand Respite Care Program***

## ***Description of Program and Services:***

**C**amp Hand-in-Hand provides a number of programs for individuals with disabilities and in some cases their siblings. The staff is dedicated to providing skill-building programs in social development and life skills. There are opportunities for once-a-month weekend respites and special event respites for evenings, holidays and after school. Contact the Respite Center directly for a schedule of activity times.

## ***Where services are provided:***

Some of the respite events are scheduled in the local community at Tess's Place in Bettendorf. Other respite events are scheduled at the YMCA Abe Lincoln Camp near Buffalo, Iowa. A registered nurse is available.

## ***Who is eligible/age requirements:***

Individuals, ages 5-21 with physical, educational, or developmental disabilities are eligible for participation.

## ***Cost for service:***

Program staff will work with families to explore all funding sources they may qualify for, such as: private insurance, community donations, or private pay. Camp Hand-in-Hand is a Home and Community Based (HCBS) Service provider through Family Home Health Care. Waiver eligible individuals can use their waiver respite hours. Financial assistance is available.

## ***What services are provided:***

Overnight weekend respites are being offered once a month on alternate weekends for boys and girls. Respite arrival time is 6:00 p.m. on Saturday and departure is at 10:00 a.m. on Sunday. A variety of activities are planned during respite time. Activities at YMCA Abe Lincoln Camp include: horseback riding, boating, swimming, target sports, fishing, and crafts.



***For*** more information or application:

Mark Smith  
Hand-in-Hand Respite Center  
3860 Middle Road  
Bettendorf, Iowa 52722  
Phone: (319) 359-4844

# *Directory of Advocacy and Appeals*

Information taken from  
InfoTech/IPAT, Center for  
Disabilities & Develop-  
ment, 100 Hawkins Drive,  
Room S295, Iowa City,  
Iowa 52242-1011.

**A**ll of the following offices can assist with most legal concerns. Some have eligibility requirements that must be met to receive services.

## **Citizens Aide — Ombudsman**

215 East 7th Street

Des Moines, Iowa 50319

Phone (Voice): (515) 281-3592

Phone (TTY): (515) 242-5056

1-800-358-5510

E-mail: [ombd@legis.state.ia.us](mailto:ombd@legis.state.ia.us)

## **Legal Services Corporation of Iowa**

1111 9th Street, Suite 230

Des Moines, Iowa 50314

Phone: (515) 280-3636

Voice/TTY: 1-800-532-1503

All of the following offices cover specific areas of legal concerns. They are listed alphabetically by type of concern.

## **Americans with Disabilities ACT (ADA)**

### **Advocacy Assistance:**

#### **Great Plains Disability and Business Technical Assistance Center (DBTAC)**

100 Corporate Lake Drive

Columbia, Missouri 65203

Web site: [www.adaproject.org](http://www.adaproject.org)

E-mail: [HAMBURGL@missouri.edu](mailto:HAMBURGL@missouri.edu)

Phone: 1-800-949-4232

## **Complaints:**

### **Iowa Civil Rights Commission**

211 East Maple Street, 2nd Floor  
Des Moines, Iowa 50309

Phone: (515) 281-4121  
1-800-457-4416

Web site: [www.state.ia.us/government/crc](http://www.state.ia.us/government/crc)

E-mail: [corlissmoody@icrc.state.ia.us](mailto:corlissmoody@icrc.state.ia.us)

### **Iowa Department of Human Rights**

Client Assistance Program  
Division of Persons with Disabilities  
Lucas State Office Building  
Des Moines, Iowa 50319

Phone: (515) 281-3957

Voice & TTY: 800-652-4298

Web site: [www.state.ia.us/dhr/pd/](http://www.state.ia.us/dhr/pd/)

E-mail: [disabilities@dhr.state.ia.us](mailto:disabilities@dhr.state.ia.us)

### **Private Health Insurance**

Insurance Commissioner  
330 Maple Street  
Des Moines, Iowa 50319

Phone: (515) 281-5705

Web site: [www.iid.state.ia.us](http://www.iid.state.ia.us)

### **Residential Care Facilities and Institutions**

Department of Inspection and Appeals  
Division of Health Facilities  
Lucas State Office Building  
Des Moines, Iowa 50319

Phone: (515) 281-4115

Web site: [www.dia-hfd.state.ia.us](http://www.dia-hfd.state.ia.us)

### **Vocational Rehabilitation**

Client Assistance Program  
(See entry under Iowa Department of Human Rights)

# *Directory of Camps*

## **Camp Albretch Acres of the Midwest**

Sherrill / (319) 552-1771

Ages 2-adult, mental or physical disability, accessible, scholarships available.

## **Camp Aldersgate**

Villisca / (712) 826-8121

Ages 13-21; physical or mental disability, one week in June and August; scholarship available.

## **Camp Amanda**

Des Moines / (515) 223-4847

Ages 6-16 who have experienced the death of a family member; not accessible, one weekend in May, August, or September; scholarship available.

## **Camp Conestoga "Discoveries"**

New Liberty / 1-800-798-0833

Ages 8 - 20 who are Girl Scouts with mental disabilities, diabetes, or asthma who can be mainstreamed; not accessible; mid-June—mid-August.

## **Camp Hantesa**

Boone / (515) 432-1417

Ages 5-18 with mental disabilities, asthma, or diabetes and can be mainstreamed; accessible; scholarship available; June - first week of August.

## **Heart Connections Sibling Camp (held at Camp Sunnyside)**

Des Moines / (515) 243-6239

Ages 5-18 with cancer or a sibling of a child with cancer; no camp fees; accessible; one week in July for children with cancer; one week in August for siblings.

## **Camp Hertko Hollow**

Des Moines / (515) 276-2237

Ages 8-15 with diabetes; accessible; scholarship available; 3-day special session for ages 6-9; one week in June.

## **Iowa Junior Sports Camp**

Des Moines / (515) 276-3439

Ages 6-18; manual wheelchair required; no fee; one week in July.

## **Camp Jubilee**

Des Moines / (515) 279-6199

Ages 6-25 with severe and profound physical or mental disabilities; scholarship available; one week in June.

## **Camp L-Kee-Ta**

Danville / (319) 752-3639

Ages 6-17 with learning disabilities or asthma, if they are mainstreamed; scholarship for Girl Scout members, June-early August.

*This is a list of camping experiences planned specifically for children with special needs. For updated information on camp schedules, cost, types of services and other questions, please contact the camps directly. Families are responsible for the cost of the camping sessions or they can contact the camp of their choice for scholarship information.*

**Camp Reece**

Washington / (319) 694-3400

Ages 6-adult with physical or mental disabilities; accessible; scholarship available; one week in July.

**Riverside Lutheran Bible Camp**

Story City / (515) 733-5271

Ages 9-18 with mental disabilities and able to be mainstreamed; not accessible; scholarship available; June-August.

**SuperKids Camp**

Boone / (515) 278-5864 or 800-Lung-USA

Ages 7-14 with asthma, cystic fibrosis or other lung disease, epilepsy and can be mainstreamed; accessible; scholarship available; one week in June.

**Camp Tanager**

Mount Vernon / (319) 365-9165, ext #400

Ages 7-12 with diabetes or hemophilia; must be referred by physician or support staff; not accessible; no camp fees; June-August.

**Camp Tanglefoot**

Clear Lake / (515) 357-2481

Girls Ages 6-17 with learning and mental disabilities who can be mainstreamed or physical disabilities who need minor adaptations; somewhat accessible; scholarships; June-August.

**Camp We-Shawtee**

Hamburg / (402) 393-4200, ext. #212

Girls ages 8-16 with diabetes, hearing impairments, speech impairments, learning, or mental disabilities who can be mainstreamed; accessible; *must bring their own aide if necessary*; scholarship available; June-July.

**Wesley Woods Camp and Retreat Center**

Indianola / (515) 961-4523

Ages 18-adult who have mental or physical disabilities including autism; accessible; scholarship June-July.

**Camp Wyoming Special Persons Session**

Wyoming / (319) 488-3839

Ages 10-Adult with mental disabilities; accessible; scholarship available; one week in July.

# ***Directory of Family and Youth Organizations***

## **Access for Special Kids (ASK) Family Resource Center**

317 and 321 East Sixth Street  
Des Moines, Iowa 50309-1903  
Phone: (515) 243-1713  
800-450-8667

A one-stop-shop for parents of children with special health care needs seeking information and resources in areas of education, health care, advice, support, respite, mental health, educational conflict resolution, and legal consultation.

## **Alliance for the Mentally Ill of Iowa**

5911 Meredith Drive, Suite E  
Des Moines, Iowa 50322  
Phone: (515) 254-0417  
800-417-0417  
FAX: (515) 254-1103  
E-mail: [amiiowa@aol.com](mailto:amiiowa@aol.com)  
Web site: [www.nami.org](http://www.nami.org)

A grassroots support, advocacy, and training organization of families, friends, and individuals themselves with serious mental illness with 22 local affiliates.

## **Arc of Iowa**

715 Locust Street  
Des Moines, Iowa 50309  
Phone: (515) 244-4948  
800-362-2927  
FAX: (515) 244-4948  
E-mail: [ArcIowa@aol.com](mailto:ArcIowa@aol.com)  
Web site: [www.thearc.com](http://www.thearc.com)

An advocacy organization of parents and friends who represent people with mental retardation as well as other disabilities with 30 local affiliates.

***A network of  
over 15,000  
Iowans who  
educate, support,  
and advocate for  
children and  
individuals with  
special health  
care needs.***

**Autism Society of Iowa**

3135 Spring Valley Road

Dubuque, Iowa 52001

Phone: (563) 557-1169

888-722-4799

E-mail: [autism50ia@aol.com](mailto:autism50ia@aol.com)

Web site: [www.autismia.org](http://www.autismia.org)

Dedicated to improving the lives of children and adults with autism. They provide information and referral services for parents and professionals with six local affiliates.

**Brain Injury Association of Iowa**

2101 Kimball Avenue LL7

Waterloo, Iowa 50702

Phone: (319) 272-2312

800-475-4442

E-mail: [biaia@cedarnet.org](mailto:biaia@cedarnet.org)

Web site: [www.biaia.org](http://www.biaia.org)

An advocacy organization representing people with brain or head injuries. Local affiliates and support groups.

**Children and Adults with Attention Deficit Disorder (CHADD)**

8181 Professional Place, Suite #201

Landover, Maryland 20785

Phone: (301) 306-7070

E-mail: [vancan04@aol.com](mailto:vancan04@aol.com)

Web site: [www.chadd.org](http://www.chadd.org)

Works to improve the lives of people affected by ADHD through collaborative leadership, advocacy, research, education, and support. Eight local Iowa affiliates with regularly scheduled support group meetings.

**Deaf Action Center**

P.O. Box 1501

Des Moines, Iowa 50306-1501

Phone: (515) 266-5105

TTY: (515) 266-0600

FAX: (515) 266-5728

E-mail: [deafac@aol.com](mailto:deafac@aol.com)

A private, non-profit agency governed by deaf consumers and dedicated to providing services in the deaf and hearing communities.

**Family Voices of Iowa**

1107 Woodland Park Drive

West Des Moines, Iowa 50266

Phone: (515) 223-6714

E-mail: [Ldnaiowa@hotmail.com](mailto:Ldnaiowa@hotmail.com)

Web site: [www.familyvoices.org](http://www.familyvoices.org)

A grassroots network of families and friends speaking on behalf of children with special health care needs.

**Iowa Branch of the International Dyslexia Association**

1155 330th Street

Gowrie, Iowa 50543

Phone: (515) 352-3548

Parents who advocate for early identification and multi-sensory approach to teaching and learning for those affected by dyslexia.

**Iowa Connects**

149 35th Place

Runnels, Iowa 50237

Phone: (515) 462-2024

(515) 966-2565

E-mail: [IACconnects@aol.com](mailto:IACconnects@aol.com)

Web site: [www.nofas.org](http://www.nofas.org)

A network of families of children whose development is affected by exposure to alcohol and/or drugs, attachment issues, and other challenging behavior.

**Iowa Family Support Initiative (IFSI)**

321 E. Sixth Street

Des Moines, Iowa 50309

Phone: (515) 280-6558

877-392-3919

FAX: (515) 243-1902

E-mail: [ifsi30145@aol.com](mailto:ifsi30145@aol.com)

A statewide, grassroots organization of parents of children with all types of disabilities. Members want our children to live at home and be part of our communities and everyday life. IFSI works to bring a voice and choice to ordinary Iowa families who have extraordinary needs.



**Iowa Federation of Families for Children's Mental Health**

110 South Williams Street

P.O. Box 362

Anamosa, Iowa 52205

Phone: (319) 462-2187

888-400-6302

FAX: (319) 462-6789

E-mail: [IAFFCMHdir@aol.com](mailto:IAFFCMHdir@aol.com)

Web site: [www.ffcmh.org](http://www.ffcmh.org)

A grassroots family advocacy organization. Protects the rights of, and provides training, support, mentoring, information, and referral to families who have children with emotional or behavioral difficulties.

**Iowa Foster and Adoptive Parents Association (IFAPA)**

6864 NE 14th Street

Suite 5

Ankeny, Iowa 50021

Phone: (515) 289-4567

800-277-8145

E-mail: [ifapa@ifapa.com](mailto:ifapa@ifapa.com)

Web site: [www.ifapa.org](http://www.ifapa.org)

A grassroots organization that provides education and support to families with a respite care program, parent liaisons, and Preventive Practices Training. There are 42 local affiliates.

**Learning Disabilities Association of Iowa**

P.O. Box 665

Indianola, Iowa 50125

Phone: (515) 280-8558

888-690-5324

A statewide organization of parents, professionals, and friends interested in advancing the cause of children, youth, and adults with learning disabilities.

**Parents Anonymous of Iowa**

1111 University Avenue

Des Moines, Iowa 50314

Phone: (515) 288-1989, ext. 381

E-mail: [parentsanonymous@cfiowa.org](mailto:parentsanonymous@cfiowa.org)

Dedicated to strengthening families by offering mutually supportive and caring meetings for parents to learn how to make changes that help improve their relationships with their children. There are 16 local affiliates.

# Additional Resources

## **Kids as Self-Advocates (KASA)**

1444 West Rosemont

Chicago, Illinois 60660

Phone: (713) 465-3200

FAX: (773) 465-3696

E-mail: [Julie@fvkasa.org](mailto:Julie@fvkasa.org)

Web site: [www.fvkasa.org](http://www.fvkasa.org)

A national grassroots network of youth with special health care needs and their friends, speaking on behalf of themselves.

## **Sibshops and the Sibling Support Project**

Donald Meyer, Director

Children's Hospital and Regional Medical Center

P.O. Box 5371, CL-09

Seattle, Washington 98105

Phone: (206) 527-5712

FAX: (206) 527-5705

E-mail: [dmeyer@chmc.org](mailto:dmeyer@chmc.org)

Web site: [www.seattlechildrens.org](http://www.seattlechildrens.org)

The Sibling Support Project is a national program dedicated to the interests of brothers and sisters of people with special health and developmental needs. The Project's primary goal is to increase the availability of peer support and educational programs. Sibs! Check out the Sibling Support Project Web Page:

[www.chmc.org/departments/sibsupp](http://www.chmc.org/departments/sibsupp)

## **Iowans with Disabilities Exercising Advocacy Skills (IDEAS)**

Attention: Mike Hoenig, MA

Iowa Center for Disabilities and Development

University of Iowa Hospital and Clinics

100 Hawkins Drive

Iowa City, Iowa 52242-1011

Phone: (319) 353-6448

E-mail: [Michael-hoenig@uiowa.edu](mailto:Michael-hoenig@uiowa.edu)

IDEAS have been providing self-advocacy training and follow-up technical assistance to Iowans with disabilities and their families. Leadership training curriculum developed by individuals with disabilities is available.



# *Directory of Hot Lines*

ABLEDATA Database of Assistive Technology .....	800-227-0216
TTY .....	301-608-8912
Al-Anon World Service Office .....	800-344-2666
Alzheimer's Association .....	800-272-3900
Alzheimer's Disease Association .....	800-621-0379
American Academy of Allergy, Asthma & Immunology .....	800-822-2762
American Academy of Pediatrics .....	800-433-9016
American Association of Diabetes Educators .....	800-338-DMED
American Association of Kidney Patients .....	800-749-2257
American Association of Retired Persons .....	800-424-2277
American Brain Tumor Association .....	800-886-2282
American Burn Association .....	800-548-2876
American Cancer Society .....	800-ACS-2345
American Council for Headache Education .....	800-255-ACHE
American Council of the Blind .....	800-424-8666
American Diabetes Association, Inc. ....	800-232-3472
American Foundation for the Blind .....	800-232-5463
American Kidney Fund, Inc. ....	800-638-8299
American Liver Foundation, and Hepatitis Disease Helpline .....	800-223-0179
American Parkinson Disease Association .....	800-223-2732
American Speech Language Hearing Association .....	800-638-8255
American Stroke Association .....	800-553-6321
American Trauma Society .....	800-556-7890
Amyotrophic Lateral Sclerosis Association, The .....	800-782-4747
Arthritis Consulting Services .....	800-327-3027
Arthritis Foundation .....	800-283-7800
Asthma and Allergy Foundation of America .....	800-727-8462
Ataxia Telangiectasia Childrens Project .....	800-5-HELP-AT
Bell & Howell Information in Learning (formerly UMI) .....	800-521-0600
Blind Children's Center .....	800-222-3566
Blinded Veterans Association .....	800-669-7079
Brain Injury Association .....	800-444-6443
Candlelighters Childhood Cancer Foundation .....	800-366-2223
Captioned Media Program (Deaf) .....	800-237-6213
CDC National AIDS Hotline .....	800-342-2437
CDC National HIV-AIDS hotline .....	800-243-7889
TTY .....	800-243-7889

This information supplied  
by InfoTech/IPAT, Center  
for Disabilities & Devel-  
opment, 100 Hawkins  
Drive, Room S295, Iowa  
City, Iowa 52242-1011.

This information supplied by InfoTech/IPAT, Center for Disabilities & Development, 100 Hawkins Drive, Room S295, Iowa City, Iowa 52242-1011.

CDC National Prevention Network: Information	
on HIV, STD's, & TB .....	800-458-5231
TTY .....	800-243-7012
CDC National STD Hotline .....	800-227-8922
Center for Rehabilitation Technology .....	800-726-9119
Child Help USA National Abuse Hotline .....	800-422-4453
Children's Hospice International .....	800-242-4453
Christopher Reeve Paralysis Foundation .....	800-225-0292
Cleft Palate Foundation .....	800-242-5338
Cornelia deLange Syndrome Foundation .....	800-753-2357
Crohn's and Colitis Foundation of America .....	800-343-3637
Cystic Fibrosis Foundation .....	800-344-4823
Deafness Research Foundation, The .....	800-535-3323
"Dial A Hearing Screening Test" .....	800-222-3277
Dialog Corporation .....	800-334-2564
EAR Foundation, The .....	800-545-4327
Epilepsy Foundation's National Information	
Center .....	800-332-1000
TTY .....	800-332-4050
Epilepsy Information Service .....	800-642-0500
Equal Employment Opportunity Commission .....	800-669-3362
Families of Spinal Muscular Atrophy .....	800-886-1762
Feingold Association of the United States, The .....	800-321-3287
Foundation Fighting Blindness .....	800-683-5555
Friend's Health Connection .....	800-48-FRIEND
Guide Dog Foundation for the Blind, Inc. ....	800-548-4337
HEALTHSOUTH Rehabilitation Corporation .....	800-768-0018
Hearing Aid Helpline .....	800-521-5247
Hearing Information Center .....	800-622-3277
Heartspring (Institute of Logopedics) .....	800-835-1043
Hereditary Hemorrhagic Telangiectasia Foundation ...	800-448-6389
Higher Education and Adult Training for People	
with Handicaps Resource Center .....	800-544-3284
HUD User .....	800-245-2691
Human Growth Foundation .....	800-451-6434
Huntington's Disease Society .....	800-345-4372
Immune Deficiency Foundation .....	800-296-4433
International Cancer Alliance Inc. ....	800-ICARE-61
International Hearing Society .....	800-521-5247
International Myeloma Foundation .....	800-452-CURE
IOWA COMPASS .....	800-779-2001
Juvenile Diabetes Foundation .....	800-223-1138
La Leche League International .....	800-LA-LECHE
Lupus Foundation of America .....	800-558-0121

Myasthenia Gravis Foundation .....	800-541-5454
National Alliance of Blind Students .....	800-424-8666
National Association for Hearing and Speech Action ....	800-638-8255
National Association for Parents of the Visually Impaired .....	800-562-6265
National Association for Sickle Cell Disease, Inc. ....	800-421-8453
National Association for the Dually Diagnosed .....	800-331-5362
National Brain Tumor Foundation .....	800-934-CURE
National Cancer Institute's Cancer Information Service .	800-422-6237
National Cancer Institute's Cancer Information Service .	800-4-CANCER
National Center for Stuttering .....	800-221-2483
National Clearinghouse for Alcohol and Drug Information .....	800-729-6686
TTY .....	800-487-4889
National Depressive & Manic-Depressive Association .....	800-826-3632
National Down Syndrome Congress .....	800-232-6372
National Down Syndrome Society .....	800-221-4602
National Drug Treatment Referral and Information Hotline .	800-662-4357
National Easter Seals .....	800-221-6827
National Eye Care Project .....	800-222-3937
National Foundation for Depressive Illness .....	800-248-4344
National Foundation of Ileitis and Colitis, The .....	800-343-3637
National Headache Foundation .....	800-843-2256
National Hemophilia Foundation .....	800-424-2634
National Hospice Organization .....	800-658-8898
National Information Center for Children and Youth with Disabilities .....	800-695-0285
National Library Services for the Blind and Physically Handicapped .....	800-424-8567
National Lymphedema Network .....	800-541-3259
National Marfan Foundation .....	800-8MARFAN
National Mental Health Association .....	800-969-6642
National Multiple Sclerosis Society .....	800-344-4867
National Neurofibromatosis Foundation .....	800-323-7938
National Organization for Rare Disorders, The .....	800-999-6673
National Parkinson Foundation .....	800-327-4545
TTY .....	800-433-7022
National Rehabilitation Information Center .....	800-346-2742
National Scoliosis Foundation .....	800-673-6922
National Spinal Cord Injury Association .....	800-962-9629
National Stroke Association .....	800-787-6537
National Tuberous Sclerosis Association, Inc. ....	800-225-6872

This information supplied  
by InfoTech/IPAT, Center  
for Disabilities & Devel-  
opment, 100 Hawkins  
Drive, Room S295, Iowa  
City, Iowa 52242-1011.

Office for Civil Rights, U.S. Department of	
Health and Human Services .....	800-368-1019
OVID Technologies .....	800-955-0906
Parkinson's Disease Foundation, Inc. ....	800-457-6676
Phoenix Society for Burn survivors, Inc. ....	800-888-2876
Plastic Surgery Information Service .....	800-635-0635
Prevent Blindness America .....	800-221-3004
Social Security Administration .....	800-772-1213
TTY .....	800-288-7185
Spina Bifida Association of America .....	800-621-3141
Spinal Cord Injury Network International .....	800-548-2673
Susan G. Komen Breast Cancer Foundation .....	800-IM-AWARE
Tourette Syndrome Association .....	800-237-0717
United Cerebral Palsy Association, Inc. ....	800-872-5827
United Leukodystrophy Foundation .....	800-728-5483
United Ostomy Association .....	800-826-0826
United Scleroderma Foundation .....	800-722-4673
Visiting Nurse Association of America .....	800-426-2547
Wilson's Disease Association .....	800-399-0266
Y-ME Breast Cancer Organization Hotline .....	800-221-2141

## Additional Resources

The National Health Council publishes a pamphlet entitled ***Putting Patients First: Patients' Rights & Responsibilities*** which lists information resources for more than 170 conditions and diseases, and provides a consumer's checklist for evaluating health care plans. Contact them at:

National Health Council  
1730 M Street NW, Suite 500  
Washington, D.C. 20036-4505  
Phone: (202) 785-3910

Disability Resources Incorporated publishes a pamphlet entitled ***Disability Information at Your Fingertips: A Guide to Toll-Free Telephone Resources***, which lists almost 300 national nonprofit organizations and government agencies that provide disability-related information to individuals, family members and/or service providers through toll-free telephone numbers. Contact them at:

Disability Resources Inc.  
Four Glatter Lane  
Centereach, New York 11720  
Phone: (516) 585-0290

# ***Easter Seals Society of Iowa: Camp Sunnyside Camp Sunnyside Respite Care and Emergency Respite Care***

## ***Description of Program and Services:***

**Respite Care.** Since 1979, Easter Seals has been providing temporary relief (respite care) for families who care for a child or individual with disabilities at home. Each session allows the participant an opportunity to experience a variety of recreational and social activities. Respite arrival time is 6:30-7:30 p.m. Friday, and departure time is 3:00-4:00 p.m. on Sunday.

**Emergency Respite Care.** Emergency respite care is available in the Des Moines area. Availability is dependent on staffing capabilities. Contact Camp Sunnyside directly for additional information.

## ***Where services are provided:***

At Camp Sunnyside, a beautiful 130-acre site, just north of Des Moines, in Polk County, Iowa.

## ***Who is eligible/age requirements:***

Respite care is open to any individual with a physical or mental disability living at home. Age is not a restriction.

## ***Cost for service:***

Please contact Camp Sunnyside directly for a current quote for respite. Camp Sunnyside is a Home and Community Based Service (HCBS) provider, and waiver eligible individuals can use their waiver respite hours. Staff at Camp Sunnyside will work with families of individuals not waiver eligible to identify other possible funding sources. Camp scholarships are available.

## ***What services are provided:***

Provides a safe, caring, and supported environment for everyone to participate as fully as they can in a variety of social and recreational activities such as: swimming, horseback rides, canoeing, arts and crafts, etc. A registered nurse is available.



***For*** more information or application:

Contact:

Betsy Nordby  
Director, Respite Services  
Easter Seals Camp Sunnyside  
P.O. Box 4002  
Des Moines, Iowa 50333-4002  
Phone: (515) 289-1933, ext. 266 *or*  
Sara Hardy ext. 207  
TTY: (515) 289-4069  
FAX: (515) 289-1281  
E-mail: [bnordby@eastersealsia.org](mailto:bnordby@eastersealsia.org)

# ***Easter Seals Camp Sunnyside Week-Long Camp***

## ***Description*** of Program and Services:

**E**aster Seals Camp Sunnyside is a recreational and respite care facility for individuals with a physical or mental disability. Campers will enjoy a variety of social and recreational opportunities in a fun-filled week! Non-disabled siblings and friends are welcome at resident camp, too.

## ***Where*** services are provided:

At Easter Seals Camp Sunnyside, a 130-acre wooded site, just north of Des Moines in Polk County, Iowa.

## ***Who*** is eligible/age requirements:

Any individual age 5, or older, with a physical or mental disability.

## ***Cost*** for service:

A \$50.00 fee is required to register, unless a separate funding source is paying the cost. This fee is deducted from the total amount due. Currently, one resident camp session is \$525.00. Camp Sunnyside is a Home and Community Based Service (HCBS) provider and waiver eligible individuals can use their waiver respite hours. Camp scholarships are available.

## ***What*** services are provided:

Provides a safe, caring, and supported environment with opportunities for everyone to participate as fully as they can in a variety of activities such as horseback riding, caring for the farm animals, archery, swimming, and arts and crafts, etc. A registered nurse is available.

***For*** more information or application:

Contact:

Paul Thorne  
Director, Resident Camp Programs  
Easter Seals Camp Sunnyside  
P.O. Box 4002  
Des Moines, Iowa 50333-4002  
Phone: (515) 289-1933, ext. 205 *or*  
Sara Hardy ext. 207  
TTY: (515) 289-4069  
FAX: (515) 289-1281

# ***Iowa Programs for Assistive Technology (IPAT)***

## ***INFO TECH***

### **Description of Program and Services:**

**I**NFO TECH provides information and referral to families regarding assistive technology devices. INFO TECH also operates a used equipment referral service. INFO TECH is available to families by phone, e-mail or web page, and by writing.

The INFO TECH web page has a variety of information regarding assistive technology as it relates to health, education, employment, community living, recreation, and telecommunication. INFO TECH is a program of the Iowa Program for Assistive Technology, a federally funded grant program.

### **Where services are provided:**

Information and referral is available by phone, by writing, e-mail, or web page.

### **Who is eligible/age requirements:**

There are no eligibility or age requirements for this service. The services of INFO TECH are available to people with disabilities, their families, service providers, and other interested individuals.

### **Cost for service:**

There is no cost to access this service.

### **What services are provided:**

- Information and referral regarding Assistive Technology Devices
- Used equipment referral service
- Quarterly newsletter regarding Assistive Technology (free of charge)

***For*** more information or application:

Contact:

INFO TECH

Center for Development and Disabilities

100 Hawkins Drive, Room S. 295

Iowa City, Iowa 52242-1011

Phone: (800) 331-3027

TTY: (877) 686-0032

Web Site: [www.uiowa.edu/infotech](http://www.uiowa.edu/infotech)

# ***Iowa Program for Assistive Technology (IPAT)***

## ***Iowa Able Loan Program***

### **Description of Program and Services:**

**T**he Iowa Able Loan Program is a program of the Iowa Able Foundation in partnership with Firststar Bank. The program offers low-interest, long-term loans for the purchase of equipment or modifications to enhance the independence of Iowans with disabilities.

### **Where services are provided:**

Not applicable

### **Who is eligible/age requirements:**

There is not an age, or income requirement. However, loan applicants must be able to demonstrate basic credit worthiness. Collateral may not be required. Other requirements include:

- Applicants must reside in the state of Iowa;
- The equipment or modification must benefit a person with a disability;
- Applicants must be referred by the Iowa Able Loan Program.

### **Cost for service:**

Not for the information, but applicants who qualify must repay the amount of their bank loan.

### **What services are provided:**

A bank loan for equipment such as ambulation aids, augmentative communication devices, blind/visual disability aids, computers, computer software, and adaptations, etc. Modification to vehicles can be funded.

*This information is adapted from an InfoTech/IPAT Fact Sheet. It is for information purposes only. It cannot guarantee funding. Please contact the agency for additional information.*

## ***Additional Tips***

- Loans are currently made at an interest rate of 9.5 percent, in amounts ranging from \$1,000.00 to \$5,000.00. The maximum repayment period is sixty (60) months.
- Interested applicants must first contact InfoTech at (800)-331-3027 to obtain a referral to the Iowa Able Loan Program. Info Tech will provide information to applicants about additional programs for which they might be eligible.
- Loans may be used to adapt a vehicle, but loans may not be used to purchase a vehicle. Firststar Bank may be able to offer applicants a loan package of a vehicle loan with Iowa Able loan.

## ***For more information or application:***

Info Tech/IPAT

Attention: Iowa Able Loan Program

Center for Disabilities and Development

100 Hawkins Drive, Room S295

Iowa City, Iowa 52242-1011

Phone: (800) 331-3027

TTY: (877) 686-0322

E-mail: [infotech@uiowa.edu](mailto:infotech@uiowa.edu)

Website: [www.uiowa.edu/infotech/IowaAble.htm](http://www.uiowa.edu/infotech/IowaAble.htm)

# *Iowa Protection and Advocacy (P&A) Services, Inc.*

## **Description** of Program and Services:

**I**owa Protection and Advocacy is a private, non-profit corporation that exists to protect and advocate for the human and legal rights of people with developmental disabilities, mental illness, and other disabilities. Three federal laws, that require each state to provide protection and advocacy services, created it.

## **Where** services are provided:

Not applicable

## **Who** is eligible/age requirements:

The program services are available statewide for people of any age who have a disability or mental illness diagnosis.

## **Cost** for service:

There is not a cost for services.

## **For** more information or application:

Iowa Protection and Advocacy Services, Inc.  
3015 Merle Hay Road, Suite 6  
Des Moines, Iowa 50310  
Phone: (800) 779-2502 or (515) 278-2502  
FAX: (515) 278-0539  
TTY: (515) 278-0571  
E-mail: [info@ipna.org](mailto:info@ipna.org).

## **What** services are provided:

Protection and Advocacy staff provides the following services as long as the issues relate to disability, agency priorities, and all resources permit:

**Information/Referral Services:** Information is provided, including the rights of persons with a developmental disability.

If the issue or problem is handled more appropriately by another agency, a referral will be made.

**Individual Advocacy:** This includes direct investigation, administrative intervention and/or negotiations with agencies on behalf of individuals with disabilities.

**Legal Representation:** P & A is empowered with the authority to provide individual and class action legal representations of clients if rights have been violated or if the problem has a legal basis and cannot be resolved through negotiation.



**Systems Advocacy:** This service monitors legislation, administrative rules, and policies of agencies influencing services for people with disabilities. Any individual, program, organization, or agency that has questions and concerns regarding the rights of children, youth, and adults with disabilities, may contact P & A for assistance. Confidential referrals are accepted.

**Training/Education:** Staff can provide or help arrange in-service training, workshops, and presentations regarding self-advocacy services, due process, or legal rights of persons with disabilities. Check with P & A regarding other service topics.

**Information Resources:** P & A publishes a newsletter, providing updates on events, laws, policies, and trends affecting rights and services. The agency maintains a library of booklets, pamphlets, articles, and films for use by the general public, too.

*Responsible Agencies Include: U.S. Federal Health and Human Services Department, Administration on Development Disabilities; U.S. Department of Education, Rehabilitative Services Administration, Department of Health and Human Services, Public Health Services.*

# ***Iowa Respite and Crisis Care Coalition***

## ***Description of Program and Services:***

**T**he Iowa Respite and Crisis Care Coalition (IRCCC) is a resource for parents, professionals, and others seeking information about respite and child crisis care in Iowa. IRCCC's community events include an annual conference and a variety of trainings.

Currently, IRCCC is overseeing two grant programs helping families and service providers with funding.

### ***Child Crisis Care and Respite Mini Grant***

A Request For Proposals (RFP) is issued once every year. Eligible service provider agencies can request funding assistance to provide child crisis care and respite for families. Interested providers can contact IRCCC directly for more information or to request the RFP.

### ***Direct Family Access***

Individual families can apply for funding assistance to purchase respite care services. Families are responsible for finding their own provider. Funding priority is given to families without any other respite resources. However, families who need additional respite care are encouraged to apply. Applications are available on the website or by contacting IRCCC directly.

## ***Where services are provided:***

It depends on the family and varies in each situation. Services are likely provided in: home, hospital, residential facility, or the community.

## ***What services are provided:***

- Family Training and Counseling
- Financial Services
- Respite Care
- Crisis Care

## **Who** is eligible/age requirements:

There are no age requirements. Anyone can use the services by calling IRCCC for more information.

## **Cost** for service:

There is no fee for this service. Individuals can apply for free services or funding and IRCCC is available to use for resource coordination at no cost.

## **For** more information or application:

Call Toll Free 1-877-255-3140 or visit [www.irccc.com](http://www.irccc.com) for information or to download an application.

# *Iowa State University Extension*

## **Description** of Program and Services:

**I**owa State University Extension offers two different hotlines that are available for information and referrals for teens and families. The two lines are the maternal and child health hotlines for the state of Iowa.

The Teen Line provides referral for health information, stress, violence, AIDS/HIV, eating/weight, STDs, alcohol or drug use, birth control/pregnancy, relationships, and sexual relationships. The hotline is a free service that is confidential and offered 24 hours a day.

The Iowa Healthy Families Line provides referral for the Care For Kids Program (EPSDT), prenatal/maternal health, infant/child health, women's health, immunizations, domestic abuse, adolescent health, reproductive health, pregnancy/birth control, and STDs.

## **Where** services are provided:

Referral by a free and confidential 24-hour-a-day hotline.

## **Cost** for service:

There is no charge for this service.

## **What** services are provided:

- Referral Service
- Assistive Technology

***For*** more information or application:

**Teen Line**

1-800-443-8336

1-800-735-2942 (TT/TTY)

**Iowa Healthy Families Line**

1-800-369-2229

1-800-735-2943 (TT/TTY)

# ***Muscular Dystrophy Family Foundation***

## **Description of Program and Services:**

**T**he Muscular Dystrophy Family Foundation, Inc. provides services, resources, home medical equipment, and adaptive devices to help people with muscular dystrophy and their family members live independent and productive lives. Persons with all types of muscular dystrophy are served. The Muscular Dystrophy Family Foundation is a separate and distinct organization. It is not affiliated with the Muscular Dystrophy Association or the Jerry Lewis MDA Labor Day Telethon, nor does the Foundation receive any funding from their fund-raising efforts.

## **Where services are provided:**

Not applicable

## **Who is eligible/age requirements:**

- Persons with all types of muscular dystrophy are served.
- There are no age or income requirements.
- Funding decisions are made based on financial need.

## **Cost for service:**

There is not a cost for services.

## **What services are provided:**

Funding for architectural adaptations, augmentative communication devices, independent living aids, mobility aids, prosthetics, orthotics, and transportation aids.

*This information was adapted from an Info Tech/IPAT Fact Sheet.*

***For*** more information or application:

Muscular Dystrophy Family Foundation

2330 North Meridian Street

Indianapolis, Indiana 46208

Phone: 800-544-1213 *or* 317-923-6333

FAX: (317) 923-8334

E-mail: [mdff@mdff.org](mailto:mdff@mdff.org)

Website: [www.mdff.org](http://www.mdff.org)

# *Legal Services Corporation of Iowa*

## **Description of Program and Services:**

**T**he Legal Services Corporation of Iowa provides legal services for low-income persons with emphasis on legal problems involving basic necessities, fundamental rights, or safety. LSCI seeks to improve the lives of people living in poverty by providing high quality legal services and to empower clients with self-advocacy skills through legal education. Staff attorneys and paralegals provide the legal services.

## **Where services are provided:**

The Legal Services Corporation of Iowa is a statewide service, excluding Polk County. All consultation is done over the phone augmented by mailings and faxes. There is some outreach done but this varies from office-to-office.

## **Who is eligible/age requirements:**

The application process takes place over the phone. LSCI is required to follow Income and Asset conditions based on family size, income levels, and assets. Clients who meet these guidelines are selected. Older Iowans in economic or social need may be served under special funding from many of Iowa's area Agencies on Aging or the Legal Hotline for Older Iowans. These services do not require that LSCI eligibility guidelines be met to receive services. LSCI may assist only eligible clients with **"Civil" (Non-Criminal) Problems**. The program must also comply with certain other restrictions from funding sources regarding clients that LSCI can represent and advocacy services LSCI can provide. Assistance is provided to people without other means to get legal help. For example, a case would not be handled if a private lawyer might be able to collect a fee from the court or an opposing party.

## **What services are provided:**

Because of limited staff, not every case can be taken. For some matters, only legal advice or brief services to clients will be provided. Priorities are set for the types of problems LSCI will accept, with emphasis on legal problems involving basic necessities, fundamental rights, or safety. Legal problems that LSCI deals with include, but are not limited to; income maintenance, health, housing, family law, employment, consumer education, individual rights, and emergency situations.



## **Cost** for service:

Legal Services does not charge a fee for the services of its lawyers or paralegals. The client is expected to pay for any costs of representation, such as filing fees for court papers.

## **For** more information or application:

Call:

(515) 243-2151

Monday through Friday from  
8:30 a.m. to 5:00 p.m.

# ***Parent Training and Information Center (PTI) of Iowa***

## **Description of Program and Services:**

PTI is a federally funded grant project of the U.S. Department of Education. The PTI provides training and information that meet the needs of parents of children with disabilities in Iowa. We focus particularly on underserved families and parents of children who may be inappropriately identified.

The PTI provides training opportunities on the Individuals with Disabilities Education Act (IDEA) of 1997. This training makes clear the availability and effective use of procedural safeguards under IDEA, 1997. This includes alternative methods of dispute resolution as described in the Act.

The PTI assists parents to better understand their children's disability and educational development.

## **Where services are provided:**

Through parent-to-parent contact, by phone, follow-up correspondence, and e-mail. Training workshops can be organized in local community settings by contacting PTI with requests.

## **Who is eligible/age requirements:**

All children, birth through 21, and their families.

## **What services are provided:**

- Information about a child's disability
- Information and training on IDEA '97
- Skills to effectively participate in the Individual Education Program (IEP) process
- Skills to participate in school reform activities;
- Family support information

## **Cost** for service:

There is no cost for information and training provided to families. Shared costs may be requested for services to professionals and others.

## **For** more information or application:

Parent Training and Information Center of Iowa  
321 East 6th Street

Des Moines, Iowa 50309

Phone: 800-450-8667  
(515) 243-1713

FAX: (515) 243-1902

E-mail: [PTIIowa@aol.com](mailto:PTIIowa@aol.com)

# ***The Governor's Developmental Disabilities Council***

**What** services  
are provided:

No direct services are  
provided.

## **Description** of Program and Services:

**T**he Governor's Developmental Disabilities Council is a federally funded, independent state agency that advocates for the empowerment of people with developmental disabilities and a system of services and supports that is responsive to individuals and families. Council members develop and adopt positions and set policy for Council activities to plan, coordinate, and fund a wide range of systems change initiatives. The Council strives to fulfill its planning and advocacy role in a manner that maximizes the personal power of individuals with developmental disabilities through information, training and support for involvement in the development of policy that affects their lives.

The Council has a mandate to promote the purpose of the federal DD Assistance and Bill of Rights Act through planning, advocacy, systems change, and capacity building. The Council has no direct services mandate.

## **Where** services are provided:

Not applicable

## **Who** is eligible/age requirements:

DD Council members are appointed by the Governor. One half of Council members are people with disabilities and family members. Other members represent service providers and state government in the areas of health, education, human rights, aging, health care, and employment.

## **Cost** for service:

None.

## **For** more information or application:

For questions or additional information, write or call:

The Governor's DD Council Office

617 East Second Street

Des Moines, Iowa 50309

Phone: (515) 281-9082 *or*  
1-800-452-1936.

Website: [www.state.ia.us/DDCouncil](http://www.state.ia.us/DDCouncil)

The Iowa Department of Human Services is the Council's designated state agency.

# ***The Legal Center for Special Education***

## **Description of Program and Services:**

The Legal Center for Special Education is a non-profit corporation created to provide effective, low-cost, and readily available legal, conflict resolution, and advocacy services for parents of children with disabilities across the State of Iowa. As our name implies, TLC's focus is on issues concerning the educational rights of children with disabilities, and on issues involving services and supports related to educational development. The program is partially funded through a grant from the Governor's Developmental Disabilities Council.

## **Where services are provided:**

An office is maintained in the ASK Family Resource Center at 317 East Sixth Street, Des Moines, Iowa. Services may be provided through scheduled meetings at the office or other agreed-upon locations. Many matters can be handled through telephone, mail, fax, or e-mail communications.

## **Who is eligible/age requirements:**

The services of the Legal Center for Special Education are available to parents of children between the ages of 3 and 21 for educational and related services issues, and to students in post-secondary education for matters involving disability issues and discrimination on the basis of disability.

## **What services are provided:**

The Legal Center provides four levels of advocacy services:

- Consultation & self-advocacy training.
- Representation in special education, pre-appeal conferences, mediation, or other conflict resolution activities.
- Representation in Due Process proceedings or administrative hearings.
- Representation in court actions.

## **Cost** for service:

Families are asked to pay hourly rates for attorney and paralegal services on a reduced-fee, sliding scale, based on family income level. Requests for services will not be refused for inability to pay so long as agency resources, through grants, contributions, or other sources are available.

Clients requesting our services will be asked to enter into a Terms of Service Agreement, outlining our provision of services and their financial responsibility.

## **For** more information or application:

Contact:

The Legal Center for Special Education  
317 East Sixth Street  
Des Moines, Iowa 50309  
Phone: (515) 309-0033 *or*  
866-250-4545  
FAX: (515) 309-0035  
E-mail [tlciowa@mcleodusa.net](mailto:tlciowa@mcleodusa.net)

In the interest of saving costs to families, and using all existing resources efficiently, we ask parents to explore other available sources of support and assistance before seeking legal services. We recommend that before contacting The Legal Center, parents contact sources of free assistance, including their area Parent-Education Connection (PEC), the Parent Training and Information Center of Iowa, and local or statewide advocacy and support groups.



# *Appendix*





# *Child Care Resource and Referral of Iowa (CCR&R)*

## NORTHWEST IOWA

### **Mid-Sioux Opportunity, Inc.**

418 Marion Street

P.O. Box 390

Remsen, Iowa 51050

Phone: (712) 786-2001

1-800-859-2025

FAX: (712) 786-3250

Director's e-mail:

[rlassen@mid-siouxopportunity.org](mailto:rlassen@mid-siouxopportunity.org)

### ***Parent and Provider Services Serving:***

Cherokee, Ida, Lyon, Plymouth, Sioux, and Woodbury Counties.

### **Mid-Sioux Opportunity, Inc.**

Child Care Resource and Referral

600 West 7th Street

Sioux City, Iowa 51103

Phone: (712) 277-1180

1-800-859-2025

***Provider Services Serving:*** Woodbury County

### **Upper Des Moines Opportunity**

101 Robins Avenue

P.O. Box 519

Graettinger, Iowa 51342

Phone: (712) 859-3885

1-800-245-6151

FAX: (712) 859-3892

### ***Parent and Provider Services Serving:***

Clay, Dickinson, Emmet, Kossuth, Osceola, O'Brien, Buena Vista, and Palo Alto Counties.

## SOUTHWEST AND SOUTH CENTRAL IOWA

### **West Central Development Corporation**

1105-1/2 8th Street

P.O. Box 709

Harlan, Iowa 51537

Phone: (712) 755-7381

1-800-945-9778

FAX: (712) 755-7827

***Parent Services Serving:*** Adair, Adams, Cass, Clarke, Decatur, Fremont, Guthrie, Harrison, Lucas, Mills, Monona, Monroe, Montgomery, Page Pottawattamie, Ringgold, Shelby, Taylor, Union, and Wayne Counties.

### **West Central Development Corporation**

Omni Business Park

300 West Broadway, Suite 35

Council Bluffs, Iowa 51503

Phone: (712) 322-2621

1-877-791-6201

FAX: (712) 323-0038

***Provider Services Serving:*** West Pottawattamie County.

### **MATURA Action Corporation**

203 West Adams

Creston, Iowa 50801

Phone: (641) 782-8431

FAX: (641) 782-6287

***Provider Services Serving:*** Adair, Adams, Guthrie, Ringgold, Taylor, and Union Counties.

**Family Resource Center**

611 Northwest Street  
 Carroll, Iowa 51401  
 Phone: (712) 792-6440  
 1-800-999-5101  
 FAX: (712) 792-3435

***Parent and Provider Services Serving:***  
 Audubon, Carroll, and Greene Counties.

**South Central Iowa Community Action Program**

1403 Northwest Church Street  
 Leon, Iowa 50144  
 Phone: (641) 446-4155  
 FAX: (641) 446-3392

***Provider Services Serving:*** Clarke,  
 Decatur, Lucas, Monroe, and Wayne Coun-  
 ties.

**West Central Development Corporation**

304 Chestnut  
 Atlantic, Iowa 50022  
 Phone: (712) 243-3118  
 1-877-791-6202  
 FAX: (712) 243-3621

**NORTHEAST IOWA****Exceptional Persons, Inc. /CCR&R**

760 Ansborough Avenue  
 P.O. Box 4090  
 Waterloo, Iowa 50704  
 Phone: (319) 233-0804  
 1-800-475-0804  
 FAX: (319) 274-8841

***Parent and Provider Services Serving:***  
 Allamakee, Black Hawk, Bremer,  
 Buchanan, Butler, Cerro Gordo,  
 Chickasaw, Clayton, Delaware, Dubuque,  
 Fayette, Floyd, Franklin, Grundy, Hancock,  
 Howard, Mitchell, Winnebago,  
 Winneshiek, and Worth Counties.

**CCR&R**

Peterson Plaza  
 202 1st Street Southeast, Suite 100  
 Mason City, Iowa 50401  
 Phone: (641) 424-9559  
 FAX: (641) 423-6872

***Parent and Provider Services Serving:***  
 Cerro Gordo, Hancock, Winnebago, and  
 Worth Counties.

**Project Concern, Inc./CCR&R**

3505 Stoneman Road, Suite 5  
 Dubuque, Iowa 52002  
 Phone: (563) 557-1628  
 1-866-296-5331  
 FAX: (563) 588-3982

***Parent and Provider Services Serving:***  
 Dubuque County.

**CCR&R**

1009 1st Street West  
 Independence, Iowa 50644  
 Phone: (319) 334-5900  
 1-866-655-7420  
 FAX: (319) 334-9288

***Provider Services Serving:*** Buchanan,  
 Delaware, and Fayette Counties.

**CCR&R**

101 Cherry Street  
 P.O. Box 624  
 Allison, Iowa 50602  
 Phone: (319) 267-2644  
 1-877-635-9455  
 FAX: (319) 267-9620

***Provider Services Serving:*** Bremer, But-  
 ler, Franklin, and Grundy Counties.

**CCR&R**

910 East Main  
 New Hampton, Iowa 50659  
 Phone: (641) 394-4315  
 1-888-364-9518  
 FAX: (641) 394-5302

***Provider Services Serving:*** Chickasaw,  
 Floyd, and Mitchell Counties.

**CENTRAL IOWA****Child Care Resource Center**

1200 University  
 City View Plaza, Suite H  
 Des Moines, Iowa 50314  
 Phone: (515) 286-3535  
 1-800-722-7619  
 FAX: (515) 283-9293

***Parent Services Serving:*** Dallas, Jasper,  
 Madison, Marion, Polk, and Warren Coun-  
 ties.

**CCR&R of Dallas County**

2805 Fairground Road  
Adel, Iowa 50003-8306  
Phone: (515) 993-3813  
FAX: (515) 993-4281  
Cell Phone: (515) 480-7622

**Provider Services Serving:** Dallas County.

**Center for Child Care Resources**

1038 Pammel Court  
Ames, Iowa 50014  
Phone: (515) 294-8833  
1-800-437-8599  
FAX: (515) 294-1049

**Serving:** Story, Hardin, and Boone Counties.

**Center for Child Care Resources**

Boone Office  
724 Story Street  
Boone, Iowa 50036  
Phone: (515) 432-7869

**Center for Child Care Resources**

Hardin Office  
840 Brooks Road, Suite 3  
Iowa Falls, Iowa 50126  
Phone: (641) 648-4201

**CCR&R of Warren County**

909 East 2nd Avenue, Suite E  
Indianola, Iowa 50125  
Phone: (515) 961-5067  
FAX: (515) 961-6017

**CCR&R of Madison County**

106 West Green Street  
Winterset, Iowa 50273  
Phone: (515) 462-9452

**Provider Services Serving:** Warren and Madison Counties.

**CCR&R of Marion County**

107 South 3rd Street  
Knoxville, Iowa 50138  
Phone: (641) 828-9037

**CCR&R of Jasper County**

550 North 2nd Avenue West  
Newton, Iowa 50208  
Phone: (641) 792-6433  
1-800-711-7081  
FAX: (641) 791-0769

**SOUTHEAST IOWA****Iowa East Central T.R.A.I.N.**

2804 Eastern Avenue  
Davenport, Iowa 52803  
Phone: (563) 324-1302  
1-800-369-3778  
FAX: (563) 324-7736

**Provider Services Serving:** Cedar, Clinton, Muscatine, and Scott Counties.

**Hawkeye Area Community Action Program**

1515 Hawkeye Drive  
P.O. Box 490  
Hiawatha, Iowa 52233  
Phone: (319) 393-7811  
1-800-233-0054  
FAX: (319) 393-6263

**Serving:** Benton, Iowa, Jackson, Jones, and Linn Counties.

**4C's Community Coordinated Child Care**

1500 Sycamore Street  
Iowa City, Iowa 52240  
Phone: (319) 338-7684  
FAX: (319) 338-9139  
**Serving:** Johnson and Washington Counties.

**Southeast Iowa Community Action Organization**

2850 Mt. Pleasant, Suite 108  
Burlington, Iowa 52601  
Phone: (319) 753-0193  
1-877-399-2560  
FAX: (319) 753-0687

**Serving:** Des Moines, Henry, Lee, and Louisa Counties.

**ISU Extension Mahaska County**

212 North I Street

Oskaloosa, Iowa 52577

Phone: (641) 673-0678

1-877-277-4396

FAX: (641) 673-0559

***Serving:*** Appanoose, Davis, Jefferson,  
Keokuk, Mahaska, Poweshiek, Tama, Van  
Buren, and Wapello Counties.

# ***Iowa Area Education Agencies and State Early Childhood/ Special Education Contacts***

## **Iowa Area Education Agencies**

### **Keystone AEA 1**

1400 Second Street, NW  
Elkader, Iowa 52043-9564  
(319) 245-1480  
800-632-5918

### **Northern Trails AEA 2**

9184 B 265th Street  
P.O. Box M  
Clear Lake, Iowa 50428-0613  
(641) 357-6125  
800-392-6640

### **Lakeland AEA 3**

5253 Second Street  
P.O. Box 38  
Cylinder, Iowa 50528-0038  
(712) 424-3211  
800-242-5100

### **Area Education Agency 4**

1382 Fourth Avenue, NE  
Sioux Center, Iowa 51250-2131  
(712) 722-4378  
800-572-5073

### **Arrowhead AEA 5**

1235 Fifth Avenue South  
P.O. Box 1399  
Fort Dodge, Iowa 50501-1399  
(515) 574-5400  
800-840-7733

### **Area Education Agency 6**

909 South 12th Street  
Marshalltown, Iowa 50158  
(641) 753-3564

### **Area Education Agency 7**

3712 Cedar Heights Drive  
Cedar Falls, Iowa 50613  
(319) 273-8250

### **Mississippi Bend AEA 9**

729 21st Street  
Bettendorf, Iowa 52722-5096  
(563) 359-1371  
800-947-2329

### **Grant Wood AEA 10**

4401 Sixth Street, SW  
Cedar Rapids, Iowa 52404-4499  
(319) 399-6700  
800-332-8488

### **Heartland AEA 11**

6500 Corporate Drive  
Johnston, Iowa 50131-1603  
(515) 270-9030  
800-362-2720

### **Western Hills AEA 12**

1520 Morningside Avenue  
Sioux City, Iowa 51106-1780  
(712) 274-6000  
800-352-9040

**Loess Hills AEA 13**

24997 Highway 92  
P.O. Box 1109  
Council Bluffs, Iowa 51502-1109  
(712) 366-0503  
800-432-5804

**Mary Schertz**

Department of Education  
Grimes State Office Building  
Des Moines, Iowa 50319  
(515) 281-5433

**Green Valley AEA 14**

1405 North Lincoln Street  
Creston, Iowa 50801-1199  
(641) 782-8443  
800-362-1864

**Southern Prairie AEA 15**

2814 North Court Street  
Ottumwa, Iowa 52501-1194  
(641) 682-8591  
800-622-0027

**Great River AEA 16**

3601 West Avenue Road  
P.O. Box 1065  
Burlington, Iowa 52601-1065  
(319) 753-6561  
800-382-8970

## **State Early Childhood/ Special Education Contacts**

**Dee Gethmann**

Department of Education  
Grimes State Office Building  
Des Moines, Iowa 50319  
(515) 281-5502

**Penny Milburn**

ISU Extension Office  
10861 Douglas Avenue, Suite B  
Urbandale, Iowa 50322-2042  
(515) 727-0656

# ***Iowa Child Health Specialty Clinics (CHSC)***

## **Regional Centers**

### **West Burlington, Iowa 52655**

Kathy Schneider, RN, BSN, ARNP  
Child Health Specialty Clinics  
Eastman Plaza  
1223 S. Gear Avenue, Suite 12  
(319) 752-6313 (No collect calls)  
FAX: (319) 753-0793

### **Carroll, Iowa 51401**

Vacancy  
Child Health Specialty Clinics  
726 North Carroll  
(712) 792-5530  
FAX: (712) 792-4825

### **Council Bluffs, Iowa 51503**

Judy Anderson, RN, BSN, ARNP  
Child Health Specialty Clinics  
Doctor's Building  
201 Ridge Street, Suite 204  
(712) 328-6798 *or*  
800-798-6798  
FAX: (712) 328-6247

### **Creston, Iowa 50801-1054**

Lori Morrell, RN, BSN, ARNP  
Child Health Specialty Clinics  
1700 West Townline Road; Suite 2  
(641) 782-3838  
FAX: (641) 782-3897

### **Ottumwa, Iowa 52501**

Cheryll Jones, RN, BSN, ARNP  
Child Health Specialty Clinics  
317 Vanness Avenue  
(641) 682-8145  
FAX: (641) 682-8857

### **Des Moines Area Center**

Rita Engesl, RN, BSN  
Child Health Specialty Clinics  
8191 Birchwood Court  
Johnston, Iowa 50131  
(515) 727-4121  
FAX: (515) 727-8757

### **Dubuque, Iowa 52002**

Mary Frueh, RN, BSN  
Child Health Specialty Clinics  
2255 JFK Road, Lower Level  
(319) 588-0981 (No collect calls)  
FAX: (319) 557-3880 (call first)

### **Fort Dodge, Iowa 50501**

Kieran Einwalter, RN, BA, ARNP  
Child Health Specialty Clinics  
1235 Fifth Avenue, South  
(515) 955-8326 (No collect calls)  
FAX: (515) 574-5544

### **Mason City, Iowa 50401**

Jean Westendorf, RN, ARNP  
Child Health Specialty Clinics  
910 North Eisenhower  
(641) 422-7388 (No collect calls) *or*  
800-433-3883 ext. 7388  
FAX: (641) 422-5800



**Sioux City, Iowa 51104**

Joada Best, RN  
Child Health Specialty Clinics  
St. Luke's Medical Center  
2720 Stone Park Boulevard  
(712) 279-3411 *or*  
800-352-4660 ext. 3411  
FAX: (712) 279-3929

**Spencer, Iowa 51301**

Barbara Wilkerson, RN  
Child Health Specialty Clinics  
1200 First Avenue East  
(712) 264-6362 (No collect calls) *or*  
(712) 264-6363 (No collect calls)  
FAX: (712) 272-1526

**Waterloo, Iowa 50702**

Jane Sieleman, RN, MSN, ARNP  
Child Health Specialty Clinics  
2101 Kimball Avenue, Suite 101  
(319) 272-2315  
FAX: (319) 272-2318

**Davenport, Iowa 52804**

Peg Macek, RN, BSN, ARNP  
Child Health Specialty Clinics  
1401 West Central Park Avenue  
(319) 421-2141 (No collect calls)  
FAX: (319) 421-1775

**Iowa City Staff**

100 Hawkins Drive  
Iowa City, Iowa 52242-1011

(319) 356-1469 — Voice  
(866) 236-1423 — TTY  
(866) 219-9119 — Toll Free  
(319) 356-3715

**Director**

Jeffrey G. Lobas, MD, MPA  
(319) 356-1118

**Policy & Planning Unit**

Andrew Penziner, MD  
Information and Analysis Coordinator  
(319) 356-1456

**Health and Disease Management**

Brian Wilkes, LISW  
(319) 384-7292

**Ill and Handicapped Waiver**

Kathy Bowers, RN, MA  
Nurse Consultant  
(319) 356-1035

**Ill and Handicapped Waiver**

Sharon McMillan, RN  
Nurse Consultant  
(319) 356-1401

**Ill and Handicapped Waiver**

Karen Tack, RN, BSN  
Nurse Consultant  
(319) 384-7294

**Policy & Planning Unit**

Barbara Khal, MA  
Regional Programs Consultant  
(319) 353-6917

**Autism Services**

Sue Baker, MS  
Consultant  
(319) 356-4619

**Clinical Services/Mobile Clinics**

Jeanne Liston, RN, MA, ARNP  
Nurse Consultant  
(319) 356-1471

**Clinical Services/Mobile Clinics**

Linda Hruby, RN, BSN  
Staff Nurse  
(319) 353-6168

**EPSDT Program**

Brenda R. Moore, RN, MA, RNP  
Coordinator  
(319) 353-6172

## **Current Parent Consultants January 2002**

**Dell Edwards Ph.D., Coordinator**

Parent Consultant network  
100 Hawkins Drive, Room 247-C  
Iowa City, Iowa 52242  
Office: (319) 356-0886  
e-mail: [dell-edwards@uiowa.edu](mailto:dell-edwards@uiowa.edu)

**West Burlington**

Janelle A. McGuire  
(319) 752-6313  
Eastman Plaza  
1223 South Gear Avenue  
Suite 012  
Burlington, Iowa 52655  
e-mail: [seil126@aol.com](mailto:seil126@aol.com)

**Carroll**

Julie Frischmeyer  
(712) 792-5530  
726 North Carroll, Suite 1  
Carroll, Iowa 51401  
e-mail: [mjfrisch@win-4-u.net](mailto:mjfrisch@win-4-u.net)

**Council Bluffs**

Bonnie Dollen  
(712) 309-0041  
1600 Highway 275; Suite 150  
Council Bluffs, Iowa 51503  
e-mail: [bonnie-dollen@uiowa.edu](mailto:bonnie-dollen@uiowa.edu)

**Creston**

Vacancy  
(515) 782-3838  
1700 West Townline Street, Suite 2  
Creston, Iowa 50801-1054

**Davenport**

Sharon K. Bower  
(563) 421-2141  
1401 West Central Park Avenue  
Davenport, Iowa 52804-1769  
e-mail: [skb2646@mchsi.com](mailto:skb2646@mchsi.com)

**Des Moines**

Paula S. Connolly  
(515) 727-4121  
8191 Birchwood court, Suite L  
Johnston, Iowa 50131  
e-mail: [Ldnaiaowa@hotmail.com](mailto:Ldnaiaowa@hotmail.com)

**Dubuque**

Jeanne Patterson  
(563) 588-098  
2255 John F. Kennedy Road  
Asbury Square, Lower Level  
Dubuque, Iowa 52002  
e-mail: [dpatterson@mchsi.com](mailto:dpatterson@mchsi.com)

**Fort Dodge**

Jeanne Stump  
(515) 955-8326  
1235 Fifth Avenue, South  
Fort Dodge, Iowa 50501  
e-mail: [jeannestump@hotmail.com](mailto:jeannestump@hotmail.com)

**Mason City**

Vacancy  
(641) 422-7388  
910 North Eisenhower Avenue  
Mason City, Iowa 50401

**Ottumwa**

Michael Perry  
(641) 682-8145  
317 Vanness Avenue, Room 114  
Ottumwa, Iowa 52501  
e-mail: [mike-perry@uiowa.edu](mailto:mike-perry@uiowa.edu)

**Sioux City**

Linda Nicolaisen  
(712) 279-3411  
St. Luke's Regional Medical Center  
2720 Stone Park Boulevard  
Sioux City, Iowa 51104  
e-mail: [kits@willinet.net](mailto:kits@willinet.net)

**Spencer**

Theresa Rasch  
(712) 264-6362  
1200 First Avenue East  
Spencer, Iowa 51301-4330  
e-mail: [rasch@ncn.net](mailto:rasch@ncn.net)

**Waterloo**

Vacancy  
(319) 272-2315  
2101 Kimball Road, Suite 101  
Waterloo, Iowa 50702

# *Iowa Head Start Programs*

**Mid-Sioux Opportunity, Inc.**

Shirley Benson, Director  
418 Marion  
Remsen, Iowa 50150  
(712) 786-2001  
FAX: (712) 786-3250

**Upper Des Moines Opportunities**

Mary Jo Madvig, Director  
101 Robins Avenue, Box 519  
Graettinger, Iowa 51342  
(712) 859-3885  
FAX: (712) 859-3892

**North Iowa Community Action Organization**

Dianne Casto, Director  
1190 Briarstone Drive, S.W.  
Ste #1, P.O. Box 1627  
Mason City, Iowa 50401  
(515) 423-5406  
FAX: (515) 423-0994

**Northeast Iowa Community Action Organization**

Dianne Halverson, Director  
P.O. Box 487  
Decorah, Iowa 52101  
(319) 382-8436  
FAX: (319) 382-9854

**Woodbury County Community Action Agency**

Arlene TePoel, Director  
2700 Leech Avenue  
Sioux City, Iowa 51106  
(712) 274-1610  
FAX: (712) 274-0368

**Community Opportunities, Inc.**

Kathy Schlitz, Director  
603 West 8th Street  
Carroll, Iowa 51401  
(712) 792-9268  
FAX: (712) 792-5723

**Your Own United Resources, Inc.**

Bonnie Calvert, Director  
3611 Maple Drive  
Fort Dodge, Iowa 50510  
(515) 573-2882  
FAX: (515) 955-6994

**Tri-County Head Start**

Kimberly Young-Kent, Director  
P.O. Box 3338  
Evansdale, Iowa 50707  
(319) 235-0383  
FAX: (319) 235-0384

**Operation New View Head Start**

Joanne Wurtz, Director  
1473 Central  
Dubuque, Iowa 52001  
(319) 556-5130  
FAX: (319) 556-4402

**West Central Development Corporation**

Janice Nielsen, Director  
204 Oak Street, P.O. Box 128  
Moorehead, Iowa 51558  
(712) 886-5218  
FAX: (712) 886-5460

**Drake University Head Start**

Georgia Sheriff, Director  
3206 University  
Des Moines, Iowa 50311  
(515) 271-1854  
FAX: (515) 271-2199

**Mid-Iowa Community Action, Inc.**

Kathie Readout, Director  
1001 South 18th Avenue  
Marshalltown, Iowa 50158  
(515) 752-7162  
FAX: (515) 752-9724

**Hawkeye Area Community Action Program, Inc.**

Jane Drapeaux, Director  
P.O. Box 49  
Hiawatha, Iowa 52233  
(319) 393-7811  
FAX: (319) 366-0776

**Iowa East Central T.R.A.I.N.**

Julie Kamenetyky, Director  
2804 Eastern Avenue  
Davenport, Iowa 52803  
(319) 324-3236  
FAX: (319) 324-9552

**Matura Action Corporation**

Julie Davidson, Director  
203 West Adams Street  
Creston, Iowa 50801  
(515) 782-8431  
FAX: (515) 782-6287

**South Central Iowa Community Action Program**

Dianne Riley, Director  
1403 NW Church  
Leon, Iowa 50144  
(641) 446-4155  
FAX: (641) 446-3392

**Southern Iowa Economic Development Assoc.**

Cathy Swackhamer, Director  
226 West Main, P.O. Box 658  
Ottumwa, Iowa 52501  
(515) 682-8741  
FAX: (515) 682-2026

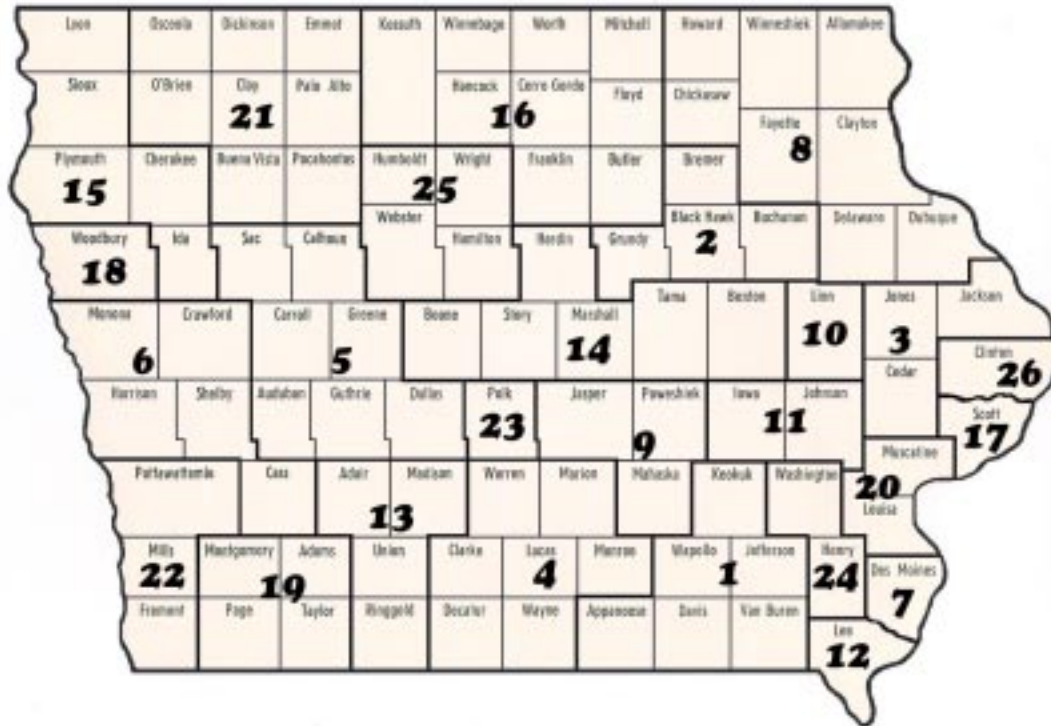
**Southeast Iowa Community Action Agency**

Marcia Munford, Director  
2850 Mt. Pleasant Street  
Suite 108  
Burlington, Iowa 52601-2001  
(319) 752-2719  
FAX: (319) 753-0667

**Iowa Department of Education**

Ms. Anita Varne, Coordinator  
Head Start Collaboration Project  
Grimes State Office Building  
Des Moines, Iowa 50319-0146  
(515) 242-6024  
FAX: (515) 242-6019

# *Regional Contact Person(s) for EPSDT Care for Kids Program*



5. **Community Opportunities, Inc.**  
Jim Waninger  
603 West 8th Street  
Carroll, Iowa 51401  
(712) 792-9622  
800-642-6330  
FAX: (712) 792-5723  
[pklocke@win-4-u.net](mailto:pklocke@win-4-u.net)
6. **Crawford County Home Health & Hospice**  
Sara Pauley  
105 North Main, P.O. Box 275  
Denison, Iowa 51442  
(712) 263-3303  
FAX: (712) 263-4033  
[hccmsdirector@hotmail.com](mailto:hccmsdirector@hotmail.com)
7. **Des Moines County Health Department**  
Barb Baker  
522 North 3rd Street  
Burlington, Iowa 52601  
(319) 753-8700  
FAX: (319) 753-8703  
[bbakedmc@interl.net](mailto:bbakedmc@interl.net)
8. **Finley Tri-State Health Group, Inc.**  
*Visiting Nurse Association*  
Molly Lammers  
1454 Iowa Street, P.O. Box 359  
Dubuque, Iowa 52001-0359  
(319) 556-6200  
FAX: (319) 556-4371  
[molly.lammers@finleyhospital.org](mailto:molly.lammers@finleyhospital.org)  
  
*Clayton County Public Health*  
Elaine Sampson  
(319) 245-1145  
FAX: (319) 245-1794  
[cvna@finleyhospital.org](mailto:cvna@finleyhospital.org)
9. **Grinnell Regional Medical Center**  
Vicki Nolton  
210 - 4th Avenue  
Grinnell, Iowa 50112  
(641) 236-2385  
FAX: (641) 236-2599  
[kfread@grmedical.com](mailto:kfread@grmedical.com)
10. **Hawkeye Area Community Action Program, Inc.**  
Marge Pasker  
1328 2nd Avenue, SE  
Cedar Rapids, Iowa 52403  
(319) 366-7875  
FAX: (319) 366-8936  
[pwarner@hacap.org](mailto:pwarner@hacap.org)
11. **Johnson County Department of Public Health**  
Judy Grecian  
1105 Gilbert Court  
Iowa City, Iowa 52240  
(319) 356-6045  
FAX: (319) 356-6044  
[jgrecian@co.johnson.ia.us](mailto:jgrecian@co.johnson.ia.us)
12. **Lee County Health Department**  
Jeri Welch  
2218 Avenue H, Suite A  
Ft. Madison, IA 52627  
(319) 372-5225  
FAX: (319) 372-4374  
[healthdepartment@leecounty.org](mailto:healthdepartment@leecounty.org)
13. **MATURA Action Corporation**  
Tina Nourse  
203 West Adams Street  
Creston, Iowa 50801  
(641) 782-8431  
FAX: (641) 782-6287  
[matura5@iowatelecom.net](mailto:matura5@iowatelecom.net)

14. **Mid-Iowa Community Action, Inc.**  
Cecilie Nassif *or* Minnie Sanchez  
Marshalltown Site  
126 South Kellogg, Suite 1  
Ames, Iowa 50010  
(515) 232-9020  
800-890-8230  
FAX: (515) 956-3310  
[Nassif5@aol.com](mailto:Nassif5@aol.com)  
[phildebr@midiaca.org](mailto:phildebr@midiaca.org)
15. **Mid-Sioux Opportunity, Inc.**  
Cindy Harpenau  
418 Marion Street  
Remsen, Iowa 51050  
(712) 786-2001  
800-859-2025  
FAX: (712) 786-3250  
[charpenau@mid-siouxopportunity.org](mailto:charpenau@mid-siouxopportunity.org)
16. **North Iowa Community Action Program**  
Terri Sheehy *or* Rose Brady  
202-1st Street, SE; P.O. Box 1627  
Mason City, Iowa 50401  
(641) 423-5406  
800-657-5856  
FAX: (641) 423-0994  
[rbrady@nicao-online.org](mailto:rbrady@nicao-online.org)
17. **Scott County Health Department**  
Carol Schnyder  
428 Western Avenue, 5th Floor  
Davenport, Iowa 52801  
(563) 326-8618  
[cschnyder@scottcountyiowa.com](mailto:cschnyder@scottcountyiowa.com)  
  
**CHC**  
Genny Dopler (CHC)  
500 West River Drive  
Davenport, Iowa 52801  
(563) 336-3191  
FAX: (563) 336-3044  
[gdopler@dvachc.com](mailto:gdopler@dvachc.com)
18. **Siouxland Community Health Center**  
Mary Schaffhausen  
P.O. Box 2118  
Sioux City, Iowa 51104-0118  
(712) 252-2477  
FAX: (712) 252-5362  
[mschaff@mcloudusa.net](mailto:mschaff@mcloudusa.net)
19. **Taylor County Public Health**  
Joan Gallagher  
MCH Center of Southwest Iowa  
405 Jefferson  
Bedford, Iowa 50833  
(712) 523-3405  
FAX: (712) 523-2274  
[jgallagher@bedford.heartland.net](mailto:jgallagher@bedford.heartland.net)
20. **Unity Heath System**  
Jeannine Gothard *or* Lisa Turner  
1609 Cedar Street, 2nd Floor  
Muscatine, Iowa 52761  
(563) 263-0122  
FAX: (563) 263-6202  
[lturner@mgh.edu](mailto:lturner@mgh.edu)
21. **Upper Des Moines Opportunities, Inc.**  
Julie Erskine *or* Tami Meendering  
101 Robbins Avenue, P.O. Box 519  
Graettinger, Iowa 51342  
(712) 859-3885  
FAX: (712) 859-3892 ext. 335  
[tmeendering@udmo.com](mailto:tmeendering@udmo.com)
22. **VNA of Pottawattamie County**  
Dick Mathisen  
300 West Broadway, Suite 10  
Council Bluffs, Iowa 51503  
(712) 328-2636  
FAX: (712) 328-0839  
[dmathiesen@vnapc.org](mailto:dmathiesen@vnapc.org)



23. **Visiting Nurse Services**  
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Des Moines, Iowa 50314  
(515) 558-9942  
FAX: (515) 288-1036  
[gretads@vnsdm.org](mailto:gretads@vnsdm.org)
24. **Washington County PHN Service**  
Jen Weidman  
314 McCreedy Drive  
Washington, Iowa 52353  
(319) 653-7758  
FAX: (319) 653-7770  
[jweidman@washph.com](mailto:jweidman@washph.com)
25. **Webster County Public Health**  
Amber Graves  
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Fort Dodge, Iowa 50501  
(515) 573-4107  
FAX: (515) 955-1682  
[kruden@webstercountyia.org](mailto:kruden@webstercountyia.org)
26. **Women's Health Services**  
Cyndee Wildemuth *or* Corol Machael  
215-6th Avenue South  
Clinton, Iowa 52732  
(563) 243-1413  
FAX: (563) 242-9992  
[nurses@mcleodusa.net](mailto:nurses@mcleodusa.net)

# *Department of Human Services County Offices*

The SPIRS Service Help Desk now has an 800 number. That number is 866-347-7782. When you call that number, a phone tree will list all service programs and you will need to select the program relating to your question. Call 866-347-7782 for a list of all service programs. For information, choose the program you are interested in from the menu.

## **Sioux City Service Area Office (1)**

Ms. Pat Braesch  
Sioux City Service Area Manager  
822 Douglas Street, Suite 101  
Sioux City, Iowa 51101  
TDD: (712) 255-2912 ext. 2039  
FAX: (712) 255-2913 ext. 2089  
Office: (712) 255-2913 ext. 2070

## **Waterloo Service Area Office (2)**

Mr. Evan Klenk  
Waterloo Service Area Manager  
Pinecrest Office Building  
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Waterloo, Iowa 50703  
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FAX: (319) 291-2619  
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## **Dubuque Service Area Office (3)**

Mr. Gary J. Lippe  
Dubuque Service Area Manager  
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Dubuque, Iowa 52004  
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Office: (563) 557-8251  
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## **Ames Service Area Office (4)**

Mr. Kenneth Riedel  
Ames Service Area Manager  
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Ames, Iowa 50010  
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## **Council Bluffs Service Area Office (5)**

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Council Bluffs Service Area Manager  
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## **Des Moines Service Area Office (6)**

Mr. Dale Schmitz  
Des Moines Service Area Manager  
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## **Cedar Rapids Service Area Office (7)**

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Cedar Rapids Service Area Manager  
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Office: (319) 892-6700

**Davenport Service Area Office (8)**

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**Adair (01)**

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**Allamakee (03)**

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**Benton (06)**

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**Black Hawk (07)**

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**Buchanan (10)**

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**Buena Vista (11)**

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**Butler (12)**

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**Calhoun (13)**

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**Carroll (14)**

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**Cass (15)**

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**Chickasaw (19)**

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**Franklin (35)**

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**Guthrie (39)**

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**Henry (44)**

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**Howard (45)**

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**Jackson (49)**

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**Jasper (50)**

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**Jefferson (51)**

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**Kossuth (55)**

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**Lucas (59)**

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**Lyon (60)**

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FAX: (712) 246-3622 (Shenandoah)  
Office: (712) 542-5111 (Clarinda)  
Office: (712) 246-4167 (Shenandoah)  
Office: 877-996-1199

**Palo Alto (74)**

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**Central**

1900 Carpenter  
Des Moines, Iowa 50314-1309  
FAX: (515) 286-2132  
Office: (515) 286-3555

**East**

1740 Garfield  
Des Moines, Iowa 50316-2646  
FAX: (515) 286-3383  
Office: (515) 286-3270

**Pioneer Columbus**

2100 Southeast Fifth  
Des Moines, Iowa 50315-1552  
FAX: (515) 288-8419  
Office: (515) 288-9333

**Refugee Services**

1200 University  
Des Moines, Iowa 50314-2334  
FAX: (515) 283-9040  
Office: (515) 283-7999

**Pottawattamie (78)**

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109 West Madison  
Mt. Ayr, Iowa 50854  
FAX: (641) 464-0644  
Office: (641) 464-2247

**SAC (81)**

Thomas Bouska, Director  
Council Bluffs Service Area  
116 South State Street, Suite B  
Sac City, Iowa 50583-2350  
FAX: (712) 662-7320  
Office: (712) 662-4782

**Scott (82)**

Wendy Rickman, Director  
Davenport Service Area  
428 Western Avenue, 2nd Floor  
Davenport, Iowa 52801  
FAX: (563) 326-8240  
Office: (563) 326-8794 (Service)  
Office: (563) 326-8680 (IM)

**Shelby (83)**

Thomas Bouska, Director  
Council Bluffs Service Area  
719 Market  
P.O. Box 126  
Harlan, Iowa 51537  
FAX: (712) 755-3287  
Office: (712) 755-3145

**Sioux (84)**

Pat Braesch, Director  
Sioux City Service Area  
215 Central Avenue Southeast,  
P. O. Box 270  
Orange City, Iowa 51041  
FAX: (712) 737-3564  
Office: (712) 737-2943  
Office: 800-337-2943

**Story (85)**

Kenneth Riedel, Director  
Ames Service Area  
126 South Kellogg, Suite 101  
Ames, Iowa 50010  
FAX: (515) 296-2672  
Office: (515) 292-2035  
Office: 800-232-7347

**Tama (86)**

Kenneth Riedel, Director  
Ames Service Area  
129 West High Street  
P.O. Box 10  
Toledo, Iowa 52342  
FAX: (641) 484-4096  
Office: (641) 484-3406

**Taylor (87)**

Thomas Bouska, Director  
Council Bluffs Service Area  
309 Main  
P.O. Box 175 (Mailing Address)  
Bedford, Iowa 50833  
FAX: (712) 523-2789  
Office: (712) 523-2129  
Office: 888-874-9572

**Union (88)**

Dale Schmitz, Director  
Des Moines Service Area  
Service Unit  
300 North Pine Street, Suite 9  
Creston, Iowa 50801  
FAX: (641) 782-2176  
Office: (641) 782-2173

**Union (88)**

Dale Schmitz, Director  
Des Moines Service Area  
Income Maintenance Unit  
304 North Pine Street  
Creston, Iowa 50801  
FAX: (641) 782-6433  
Office: (641) 782-8502

**Van Buren (89)**

Marc Baty, Director  
Cedar Rapids Service Area  
Courthouse  
P.O. Box 458  
Keosauqua, Iowa 52565  
FAX: (319) 293-3792  
Office: (319) 293-3791

**Wapello (90)**

Marc Baty, Director  
Cedar Rapids Service Area  
120 East Main  
P.O. Box 457  
Ottumwa, Iowa 52501  
FAX: (641) 682-7828  
Office: (641) 682-8793  
Office: 888-338-6067

**Warren (91)**

Dale Schmitz, Director  
Des Moines Service Area  
901 East Iowa  
P.O. Box 729  
Indianola, Iowa 50125  
FAX: (515) 961-4420  
Office: (515) 961-5353  
Office: 800-286-6424

**Washington (92)**

Marc Baty, Director  
Cedar Rapids Service Area  
2175 Lexington Boulevard, Bldg. #3  
P.O. Box 519  
Washington, Iowa 52353  
FAX: (319) 653-0060  
Office: (319) 863-0049  
Office: 866-863-0061

**Wayne (93)**

Dale Schmitz, Director  
Des Moines Service Area  
117 West Jackson  
Corydon, Iowa 50060  
FAX: (641) 872-1615  
Office: (641) 872-1820

**Webster (94)**

Kenneth Riedel, Director  
Ames Service Area  
330 First Avenue North  
P.O. Box 837  
Fort Dodge, Iowa 50501  
FAX: (515) 573-1678  
Office: (515) 955-6353  
Office: 877-529-6873

**Winnebago (95)**

Evan Klenk, Director  
Waterloo Service Area  
216 South Clark  
Forest City, Iowa 50436  
FAX: (641) 585-3714  
Office: (641) 585-3271

**Winneshiek (96)**

Gary J. Lippe, Director  
Dubuque Service Area  
305 Montgomery Street  
P.O. Box 286  
Decorah, Iowa 52101  
FAX: (563) 382-8709  
Office: (563) 382-2928  
Office: 800-611-7781

**Woodbury (97)**

Pat Braesch, Director  
Sioux City Service Area  
Trosper-Hoyt County Services Building  
822 Douglas Street  
Sioux City, Iowa 51101-1024  
FAX: (712) 255-2674  
Office: (712) 255-0833

**Worth\* (98)**

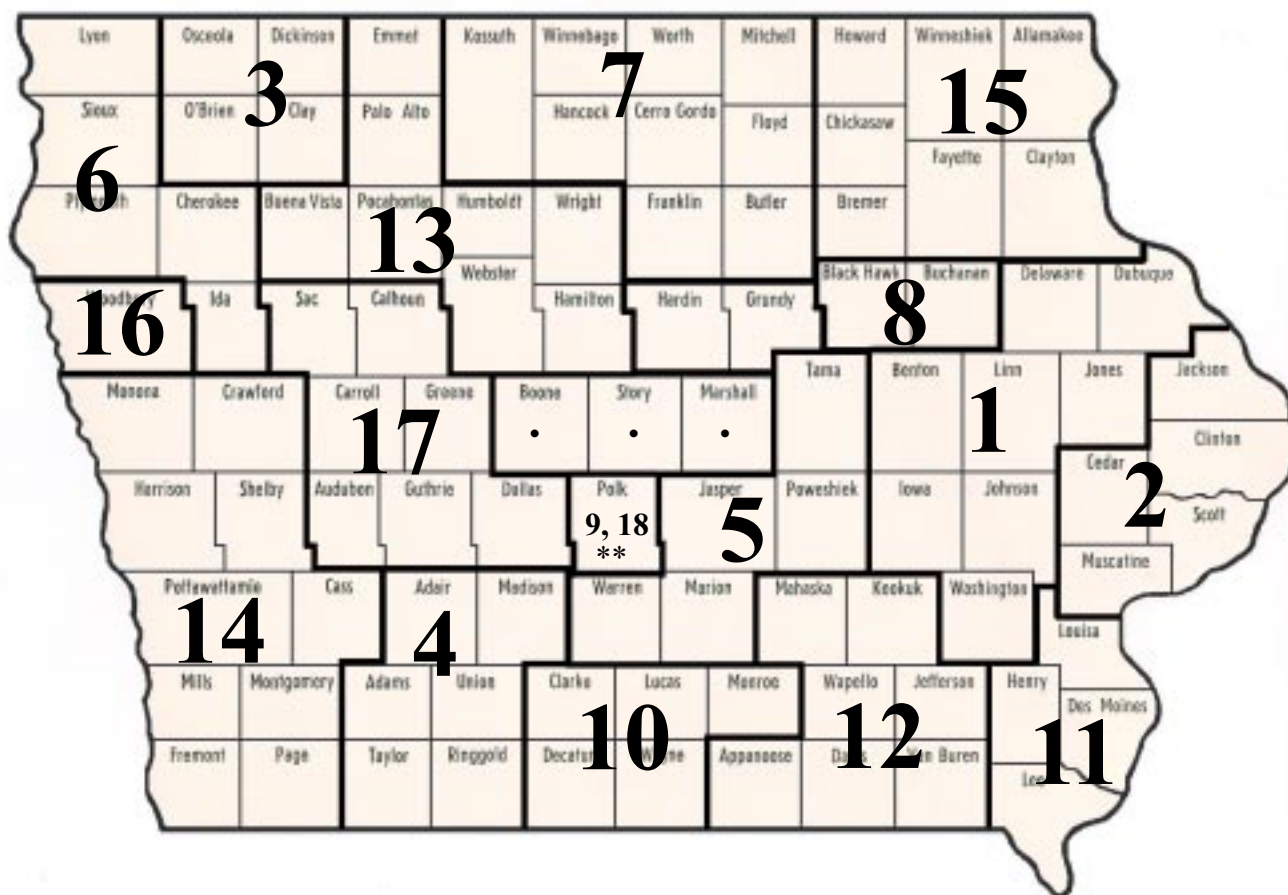
Evan Klenk, Director  
Waterloo Service Area  
(Less than full-time office)  
22 North Georgia Avenue  
Mason City, Iowa 50401  
Office: (641) 424-8641

**Wright (99)**

Kenneth Riedel, Director  
Ames Service Area  
114 First Street Southwest  
P.O. Box 346  
Clarion, Iowa 50525  
FAX: (515) 532-2761  
Office: (515) 532-6645  
Office: 800-873-1759

Service Area	Less than Full-time Office (County)	Full-time Office (County Staff Based in and Mail Routed to)
Sioux City	Ida	Cherokee
	Lyon	Sioux
	Osceola	O'Brien and Dickinson
Waterloo	Palo Alto	Emmet and Kossuth
	Chickasaw	Floyd
	Franklin	Butler & Cerro Gordo
	Grundy	Butler
	Hancock	Winnebago
Dubuque	Mitchell	Floyd
	Worth	Cerro Gordo
	Allamakee	Winneshiek
	Clayton	Fayette
	Howard	Winneshiek
Ames	Calhoun	Webster
	Humboldt	Webster
	Pocahontas	Webster
Council Bluffs	Audubon	Carroll
	Fremont	Mills
	Greene	Carroll
	Guthrie	Carroll
	Monona	Harrison
	Taylor	Page
	Sac	Carroll
	Shelby	Crawford
Des Moines	Adair	Union
	Adams	Union
	Lucas	Clarke
	Ringgold	Union
	Wayne	Decatur
Cedar Rapids	Davis	Wapello
	Iowa	Benton
Davenport	Van Burean	Jefferson
	Louisa	Des Moines and Muscatine
	Cedar	Muscatine

## *FaDSS Grantee Service Areas*



- |    |                                      |     |  |
|----|--------------------------------------|-----|--|
| 1. | Four Oaks                            | 10. | South Central Iowa Community Action Program        |
| 2. | Iowa East Central T.R.A.I.N.         | 11. | Southeast Iowa Community Action Organization       |
| 3. | Lutheran Social Service of Iowa      | 12. | Southeastern Iowa Economic Development Association |
| 4. | MATURA Action Corporation            | 13. | Upper Des Moines Opportunity, Inc.                 |
| 5. | Mid-Iowa Community Action            | 14. | West Central Development Corp.                     |
| 6. | Mid-Sioux Opportunity                | 15. | Northeast Iowa Community Action                    |
| 7. | North Iowa Community Action Org.     | 16. | Woodbury County Community Action Corporation       |
| 8. | Operation Threshold                  | 17. | Youth and Shelter Services, Inc.                   |
| 9. | Polk County Family Enrichment Center | 18. | YWCA of Greater Des Moines                         |
- \*\* Polk County is served by the Polk County FEC and the YWCA.

\*\* Polk County is served by the Polk County FEC and the YWCA.

- Boone, Marshall, and Story Counties are served by YSS and MICA.



# ***FaDSS Grantees FY 2002***

**1. Four Oaks, Inc.**

Ginger Hemmingsen, Program Manager  
(319) 247-4834  
5400 Kirkwood Boulevard, S.W.  
Cedar Rapids, Iowa 52404  
*Serving: Linn, Johnson, Jones, Delaware,  
Dubuque, Benton, Washington, and  
Iowa Counties*

**2. Iowa East Central T.R.A.I.N**

Helen Benker, Coordinator  
(563) 324-3236  
2804 Eastern Avenue  
Davenport, Iowa 52803  
*Serving: Clinton, Jackson, Scott, Cedar  
and Muscatine Counties*

**3. Lutheran Social Service of Iowa**

Karen Gotto, Coordinator  
(712) 262-9171  
1821-24th Avenue West  
Spencer, Iowa 51301  
*Serving: Clay, Dickinson, O'Brien and  
Osceola Counties*

**4. MATURA Action Corporation**

P.J. West  
(641) 782-3346  
503 East Mills  
Creston, Iowa 50801  
*Serving: Madison, Adams, Taylor, Union,  
Ringgold and Adair Counties*

**5. Mid-Iowa Community Action, Inc.**

Deb Heil, Coordinator  
(641) 752-7162 ext. 162  
1001 South 18th Avenue  
Marshalltown, Iowa 50158  
*Serving: Boone, Grundy, Hardin, Jasper,  
Marion, Marshall, Poweshiek, Story, Tama,  
and Warren Counties*

**6. Mid-Sioux Opportunity, Inc.**

Amy Henrich, Coordinator  
(712) 786-3483  
418 Marion Street  
P.O. Box 390  
Remsen, Iowa 51050  
*Serving: Lyon, Sioux, Plymouth, Cherokee,  
and Ida Counties*

**7. North Iowa Community Action  
Organization**

Sandy Rayhons, Team Leader  
(641) 423-7766  
1190 Briarstone Drive  
Mason City, Iowa 50401  
*Serving: Butler, Cerro Gordo, Floyd,  
Franklin, Hancock, Kossuty, Mitchell,  
Winnebago and Worth Counties*

**8. Operation Threshold**

Billie Allen-Williams, Coordinator  
(319) 291-2065  
300 West Third Street  
Waterloo, Iowa 50701  
*Serving: Black Hawk and Buchanan  
Counties*

**9. Polk County Department of  
Community and Family Services  
Family Enrichment Center**

Marcia Blize, Coordinator  
(515) 286-3556  
401 East Court Avenue  
Des Moines, Iowa 50309  
*Serving: Polk County*

**10. South Central Iowa Community  
Action Program, Inc.**

Barb Bailey, Coordinator  
(641) 446-4155  
1403 Northwest Church Street  
Leon, Iowa 50144  
*Serving: Clarke, Decatur, Lucas, Monroe,  
and Wayne Counties*

**11. Southeast Iowa Community**

**Action Organization**

Cindy Fouke, Coordinator  
(319) 753-0193  
2850 Mount Pleasant Street  
Suite 108  
Burlington, Iowa 52601  
*Serving: Des Moines, Henry, Lee, and  
Louisa Counties*

**12. Southern Iowa Economic Development  
Association**

Judy Songer, Coordinator  
(641) 682-8741  
226 West Main Street  
P.O. Box 658  
Ottumwa, Iowa 52501  
*Serving: Appanoose, Davis, Jefferson,  
Keokuk, Mahaska, Van Buren, and Wapello  
Counties*

**13. Upper Des Moines Opportunity, INC.**

Nicole Jones  
(515) 576-7774  
P.O. Box 1766  
Fort Dodge, Iowa 50501-1766  
*Serving: Webster, Buena Vista, Emmett,  
Hamilton, Wright, Palo Alto, Pocahontas,  
and Humboldt Counties*

**14. West Central Development Corporation**

Bob Anastasi, Program Director  
(712) 755-5135  
1108-8th Street  
P.O. Box 709  
Harlan, Iowa 51537  
*Serving: Cass, Crawford, Fremont,  
Harrison, Mills, Monona, Montgomery,  
Page, Pottawattamie, and Shelby Counties*

**15. Northeast Iowa Community Action**

Jere Probert, Coordinator  
(563) 382-8436 ext. 128  
P.O. Box 487  
Decorah, Iowa 52101  
*Serving: Allamakee, Bremer, Chickasaw,  
Clayton, Fayette, Howard, and Winneshiek  
Counties*

**16. Woodbury County Community Action**

LaRae Lyons, Coordinator  
(712) 274-1610  
2700 Leech Avenue  
Sioux City, Iowa 51106-1100  
*Serving: Woodbury County*

**17. Youth and Shelter Services, INC./  
Pathways**

Deborah Arringdale, Coordinator  
(515) 232-4332 ext. 406  
P.O. Box 1628  
Ames, Iowa 50010-1628  
*Serving: Audubon, Boone, Carroll,  
Calhoun, Dallas, Greene, Guthrie,  
Marshall, Sac, and Story Counties*

**18. YWCA of Greater Des Moines**

Cathi Van Note, Coordinator  
(515) 244-8961 ext. 439  
717 Grand Avenue  
Des Moines, Iowa 50309  
*Serving: Polk County*



# ***Title X Family Planning Services in Iowa***

## **Community Opportunities**

603 West 8th Street  
P.O. Box 427  
Carroll, Iowa 51401  
(712) 792-9266 *or*  
1-800-642-6330

## **Council Bluffs Clinics**

1604 Second Avenue  
Council Bluffs, Iowa 51501  
(712) 322-6650

## **Broadlawns Family Planning**

Broadlawns Medical Center  
18th and Hickman Road  
Des Moines, Iowa 50314  
(515) 282-2340

## **South Side Center**

2353 Southeast 14th Street  
Des Moines, Iowa 50320  
(515) 282-2340

## **Women's Health & Education Center**

704 May Street  
P.O. Box 1146  
Marshalltown, Iowa 50158  
(641) 752-7159

## **Grinnell Clinic**

717-5th Avenue, Suite 4  
Grinnell, Iowa 50112  
(641) 236-7787

## **Harlan Clinic**

Myrtue Memorial Hospital  
Home and Public Health  
1213 Garfield  
Harlan, Iowa 51537  
(712) 755-4308

## **Garner Clinic**

Garner Area Education Center  
325 West 8th  
Garner, Iowa 50438  
(515) 423-5044 *or*  
800-657-5856

## **Planned Parenthood of Omaha/Council Bluffs**

4610 Dodge Street  
Omaha, Nebraska 68132  
(402) 554-1045

## **Hampton Clinic**

Franklin Medical Center  
1700 Central East  
Hampton, Iowa 50441  
(515) 423-5044  
1-800-657-5856

## **Norwood Clinic**

United Methodist Church  
1000-1st Avenue North  
Northwood, Iowa 50456  
(515) 423-5044 *or*  
800-657-5856

## **Osage Clinic**

Municipal Utilities Building  
720 Chestnut  
Osage, Iowa 50461  
(515) 423-5044 *or*  
800-657-5856

**Allison Clinic**

Trinity Reformed Church  
614 Cherry Street  
Allison, Iowa 50602  
(515) 423-5044 *or*  
800-657-5856

**Planned Parenthood of Greater Iowa**

851-19th Street  
Des Moines, Iowa 50314  
(515) 280-7000

**North Iowa Community Action**

300-15th Street Northeast  
P.O. Box 1627  
Mason City, Iowa 50401  
(515) 423-5044 *or*  
800-657-5856

**Creston Clinic**

907 West Townline  
Creston, Iowa 50801  
(641) 782-8244

**Forrest City Clinic**

Police Department  
525-4th Street  
Forest City, Iowa 50436  
(515) 423-5044  
1-800-657-5856

**Newton Clinic**

615 North 2nd Avenue West  
P.O. Box 1111  
Newton, Iowa 50208  
(641) 792-1012

**South Des Moines Clinic**

500 Army Post Road  
Suite 17  
Des Moines, Iowa 50315  
(515) 285-6500

**LeMars Clinic**

27 Plymouth Street Northwest  
LeMars, Iowa 51031  
(712) 546-4030

**Red Oak Clinic**

422 Reed  
P.O. Box 443  
Red Oak, Iowa 51566  
(712) 623-5522

**Sioux City Clinic**

4409 Svone Avenue  
Sioux City, Iowa 51106  
(712) 276-6290 *or*  
800-765-1486

**Ames Clinic**

2530 Chamberlain  
Ames, Iowa 50014  
(515) 292-5340

**West Des Moines Clinic**

10534 New York Avenue  
Urbandale, Iowa 50322  
(515) 276-8005

**Knoxville Clinic**

100-1st Street  
Knoxville, Iowa 50138  
(515) 842-5460

**Dallas County Clinic**

Mt. Olive Lutheran Chapel  
15th and Otley  
Perry, Iowa 50220  
800-642-6330

**Guthrie County Hospital**

Guthrie Center, Iowa 50115  
800-642-6330

**Jefferson Clinic**

1002 West Lincoln Way  
Jefferson, Iowa 50129  
800-642-6330

**Crawford County Home Health Agency, HCCMS**

105 North Main  
Denison, Iowa 51442  
(712) 263-3303

**Spencer Clinic**

Gateway North Mall  
1900 Grand  
P.O. Box 372  
Spencer, Iowa 51301  
(712) 232-5454

**Storm Lake Clinic**

720 Erie Street  
Storm Lake, Iowa 50588  
(712) 732-7931

**Onawa Clinic**

Burgess Memorial Hospital  
Onawa, Iowa 51040  
(712) 423-1773

**Atlantic Clinic**

Cass County Memorial Hospital  
1501 East 10th Street  
Atlantic, Iowa 50022  
(712) 243-8006

**Charles City Clinic**

Congregational Church  
502 North Jackson  
Charles City, Iowa 50016  
(641) 423-5044 *or*  
800-657-5856

**Planned Parenthood**

Southeast Iowa  
305 North 3rd, Suite 413  
Burlington, Iowa 52601  
(319) 753-2281

**Fort Madison Clinic**

4821 Avenue O, Suite 2  
Fort Madison, Iowa 52627  
(319) 372-1130

**Oskaloosa Clinic**

1308-17th Avenue East  
Oskaloosa, Iowa 52577  
(641) 673-8758

**Washington Clinic**

225 West Main  
P.O. Box 44  
Washington, Iowa 52353  
(319) 653-3525

**Allen Memorial Hospital**

Women's Health Center  
233 Vold Drive  
Waterloo, Iowa 50703  
(319) 235-5090

**Algona Clinic**

First Lutheran Church  
226 North Putnam  
Algona, Iowa 50511  
(515) 423-5044 *or*  
800-657-5856

**Indianola Clinic**

108 West Clinton  
Indianola, Iowa 50125  
(515) 961-0541

**DeWitt Clinic**

615-10th Street  
DeWitt, Iowa 52742  
(365) 243-1413 *or*  
800-664-1413

**Fairfield Clinic**

2200 West Jefferson  
Fairfield, Iowa 52556  
(641) 472-1575

**Cresco Clinic**

Department of Human Services  
202-2nd Avenue East  
Cresco, Iowa 52136  
(319) 382-8436

**Elkader Clinic**

Clayton County Office Building  
111 High Northeast  
Elkader, Iowa 52043  
(563) 382-8436

**Fayette/Gunderson Clinic**

King Street  
Fayette, Iowa 52142  
(563) 382-8436

**Fort Dodge Clinic**

310-2nd Avenue South  
Fort Dodge, Iowa 50501  
(515) 573-8131

**Bloomfield Clinic**

SIEDA  
210 Franklin  
Bloomfield, Iowa 52537  
(641) 664-1911

**Centerville Clinic**

111 West Van Buren  
Centerville, Iowa 52544  
(641) 856-8554

**Northeast Iowa Community Action**

305 Montgomery  
P.O. Box 487  
Decorah, Iowa 52101  
(563) 382-8436

**Mount Pleasant Clinic**

114 East Monroe  
Mt. Pleasant, Iowa 52641  
(319) 385-4132

**St. Lukes' Family Health Center**

855 A Avenue Northeast  
Suite 1, Lower Level  
Cedar Rapids, Iowa 52402  
(319) 369-7397

**Anamosa Clinic**

Community Health of Jones County  
104 Broadway Place  
Anamosa, Iowa 52205  
(319) 369-7397

**Southern Iowa Family Planning Clinic, Inc.**

228 East Second Street  
Ottumwa, Iowa 52501  
(641) 682-9955 *or*  
800-452-3365

**Maternal Health Center**

Bettendorf Bank Building  
Suite 400, 4th Floor  
852 Middle Road  
Bettendorf, Iowa 52722  
(563) 359-6633

**Friendly Home**

1221 Myrtle Street  
Davenport, Iowa 52803  
(563) 322-8381

**Keokuk Clinic**

202 North 7th  
Keokuk, Iowa 52632  
(319) 524-2759

**Sigourney Clinic**

Public Health Nursing  
Courthouse, 4th & Dodge  
Sigourney, Iowa 52591  
(641) 222-3575

**Keosauqua Clinic**

Public Health Nursing  
Courthouse  
Keosauqua, Iowa 52565  
(319) 293-3431

**New Hampton Clinic**

Courthouse  
Family Services Office  
New Hampton, Iowa 50659  
(515) 382-8436

**Unity Health Services**

1609 Cedar Street  
Muscatine, Iowa 52761  
(319) 263-0122

**Vinton Clinic**

Masonic Temple  
609 West 4th Street  
Vinton, Iowa 52349  
(563) 369-7397

**Oelwein Clinic**

Zion Lutheran Church  
East Charles  
Oelwein, Iowa 50662  
(563) 382-8436

**Hillcrest Family Services**

2005 Asbury Road  
P.O. Box 1160  
Dubuque, Iowa 52004-1160  
(319) 583-7357  
877-437-8634

**Iowa City Family Planning**

University of Iowa Hospitals  
4137 Westlawn Building  
Iowa City, Iowa 52242  
(319) 335-8541  
888-884-8946

**Maquoketa Clinic**

210 West Quarry  
Maquoketa, Iowa 52060  
(365) 652-3749  
800-664-1413

**Postville Clinic**

Community Center  
147 North Lawler  
Postville, Iowa 52162  
(563) 382-8436

**West Union Clinic**

Courthouse  
Family Services Office  
West Union, Iowa 52175  
(563) 382-8436

**Waverly Clinic**

Cedar Valley Mental Health Center  
111 Tenth Street Southwest  
Waverly, Iowa 50677  
(319) 235-5090

**Waukon Clinic**

St. John's Lutheran Church  
5th Street Southwest  
Waukon, Iowa 52172  
(563) 382-8436

**Women's Health Services**

215-6th Avenue South  
Clinton, Iowa 52732  
(363) 243-1413

**Cedar Falls Clinic**

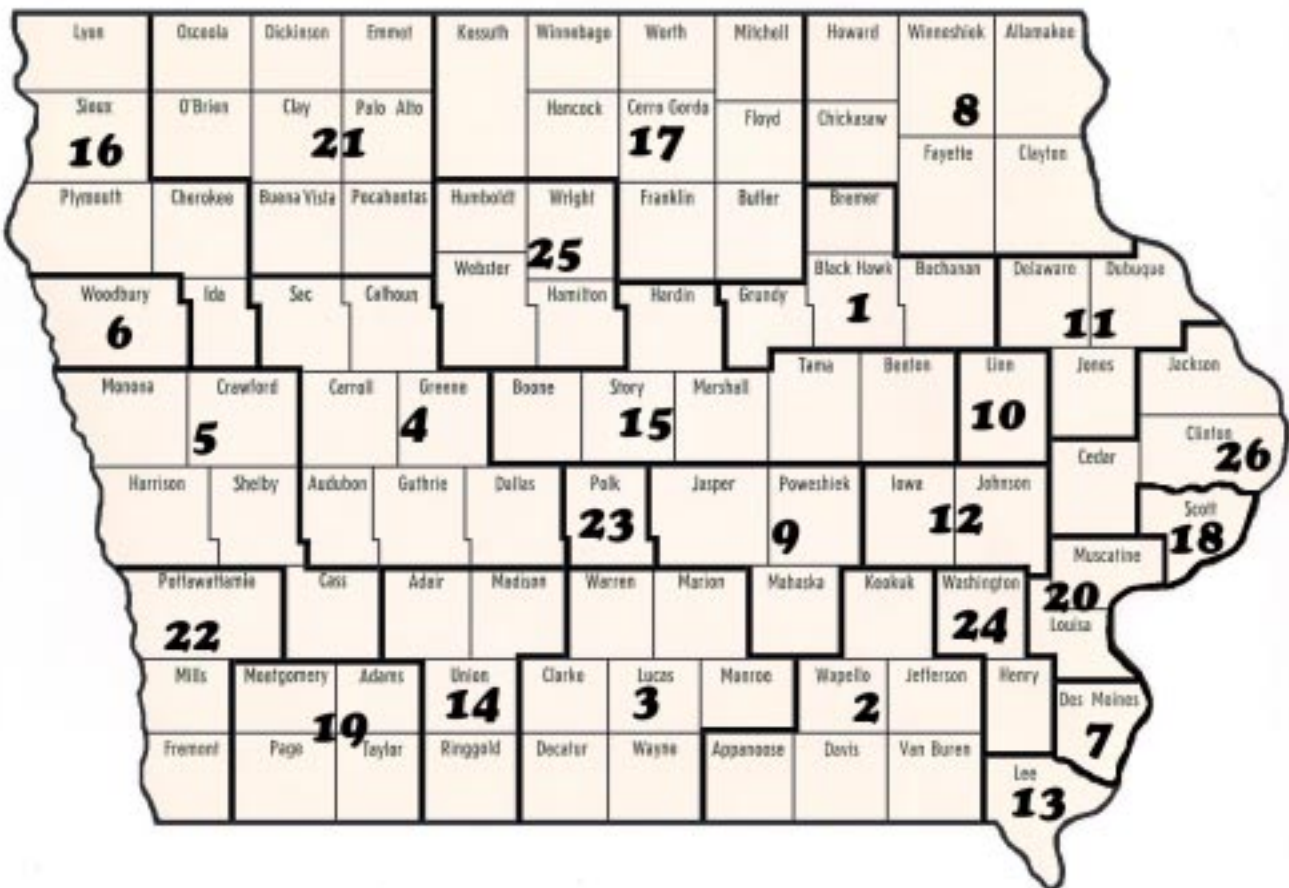
1824 West 8th Street  
Cedar Falls, Iowa 50677  
(319) 235-5090





# *Location of Maternal Health Services*

## *Maternal Health Services Funded by the Iowa Department of Public Health*



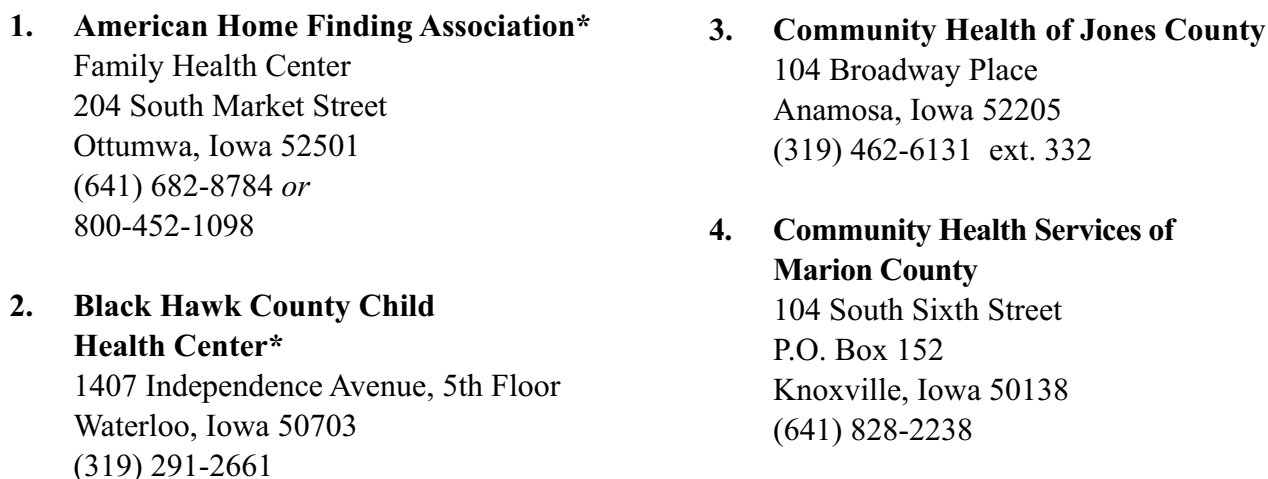
- 1. Allen Memorial Hospital**  
 Women's Health Center  
 233 Vold Drive  
 Waterloo, Iowa 50703  
 (319) 235-5090
- 2. American Home Finding Association**  
 Family Health Center  
 204 South Market Street  
 Ottumwa, Iowa 52501  
 (641) 682-8784 or  
 800-452-1098

3. **Community Health Services of Marion County**  
104 South Sixth Street  
P.O. Box 152  
Knoxville, Iowa 50138  
(641) 828-2238
4. **Community Opportunities, Inc.**  
603 West 8th Street  
Carroll, Iowa 51401  
(712) 792-9266 *or*  
800-642-6330
5. **Crawford County Home Health & Hospice**  
105 North Main  
(Courthouse Annex)  
Denison, Iowa 51442  
(712) 263-3303
6. **Crittenton Center**  
2417 Pierce Street  
P.O. Box 295  
Sioux City, Iowa 51102-0295  
(712) 255-4321
7. **Des Moines County Health Department**  
522 North 3rd Street  
Burlington, Iowa 52601  
(319) 753-8215
8. **Finley Tri-State Health Group, Inc. Visiting Nurse Association**  
1454 Iowa Street  
P.O. Box 359  
Dubuque, Iowa 52004  
(563) 556-6200
9. **Grinnell Regional Medical Center**  
210-4th Avenue  
Grinnell, Iowa 50112  
(641) 236-2385
10. **Hawkeye Area Community Action Program, Inc.**  
1328-2nd Avenue, Southeast  
Cedar Rapids, Iowa 52403  
(319) 366-7875
11. **Hillcrest Family Services**  
Hillcrest-Mercy Maternal Health Clinic  
2005 Asbury Road  
Dubuque, Iowa 52001  
(563) 589-8595
12. **Johnson County Department of Public Health**  
1105 Gilbert Court  
Iowa City, Iowa 52240  
(319) 356-6045
13. **Lee County Health Department**  
2218 Avenue H  
Suite A  
Ft. Madison, Iowa 52627  
(319) 372-5225
14. **Matura Action Corporation**  
203 West Adams Street  
Creston, Iowa 50801  
(641) 782-8431
15. **Mid-Iowa Community Action, Inc.**  
1001 South 18th Avenue  
Marshalltown, Iowa 50158  
(641) 752-7162 *or*  
Story County: (515) 232-9020
16. **Mid-Sioux Opportunity, Inc.**  
418 Marion Street  
Remsen, Iowa 51050  
(712) 786-2001 *or*  
800-859-2025

- 17. North Iowa Community Action Organization**  
202-1st Street Southeast  
P.O. Box 1627  
Mason City, Iowa 50401  
(641) 423-5044 *or*  
800-657-5856
- 18. Scott County Health Department**  
428 Western Avenue, 5th Floor  
Davenport, Iowa 52801  
(563) 326-8618
- 19. Taylor County Public Health**  
MCH Center of Southwest Iowa  
405 Jefferson  
Bedford, Iowa 50833  
(712) 523-3405
- 20. Unity Health System**  
1609 Cedar Street, 2nd Floor  
Muscatine, Iowa 52761  
(563) 263-0122
- 21. Upper Des Moines Opportunity, Inc.**  
101 Robbins Avenue  
P.O. Box 519  
Graettinger, Iowa 51342  
(712) 859-3885
- 22. VNA of Pottawattamie County**  
300 West Broadway, Suite 10  
Council Bluffs, Iowa 51503  
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- 23. Visiting Nurse Services**  
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Des Moines, Iowa 50314  
(515) 288-1516
- 24. Washington County PHN Service**  
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Washington, Iowa 52353  
(319) 653-7758
- 25. Webster County Public Health**  
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Fort Dodge, Iowa 50501  
(515) 573-4107
- 26. Women's Health Services**  
215-6th Avenue South  
Clinton, Iowa 52732  
(563) 243-1413



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Iowa Programs Providing and Financing Children's Care and Services - 2002

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(712) 792-9266 *or*  
800-642-6330
6. **Crawford County Home Health & Hospice**  
105 North Main, Courthouse Annex  
Denison, Iowa 51442  
(712) 263-3303
7. **Des Moines County Health Department**  
522 North 3rd Street  
Burlington, Iowa 52601  
(319) 753-8215
8. **Finley Tri-State Health Group, Inc. Visiting Nurse Association**  
1454 Iowa Street  
P.O. Box 359  
Dubuque, Iowa 52004  
(563) 556-6200
9. **Grinnell Regional Medical Center**  
210-4th Avenue  
Grinnell, Iowa 50112  
(641) 236-2385
10. **Hawkeye Area Community Action Program, Inc.**  
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Cedar Rapids, Iowa 52403  
(319) 366-7875
11. **Johnson County Department of Public Health**  
1105 Gilbert Court  
Iowa City, Iowa 52240  
(319) 356-6045
12. **Lee County Health Department**  
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Ft. Madison, Iowa 52627  
(319) 372-5225
13. **Matura Action Corporation, Inc.**  
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Creston, Iowa 50801  
(641) 782-8431
14. **Mid-Iowa Community Action, Inc.**  
1001 Couth 18th Avenue  
Marshalltown, Iowa 50158  
(641) 752-7162  
Story County: (515) 232-9020
15. **Mid-Sioux Opportunity, Inc.**  
418 Marion Street  
Remsen, Iowa 51050  
(712) 786-2001 *or*  
800-859-2025
16. **North Iowa Community Action Organization**  
202-1st Street Southeast  
P.O. Box 1627  
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(641) 423-5406 *or*  
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17. **Scott County Health Department**  
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18. **Siouxland Community Health Center**  
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(712) 252-2477

- 19. Taylor County Public Health**  
MCH Center of Southwest Iowa  
405 Jefferson  
Bedford, Iowa 50833  
(712) 523-3405
- 20. Unity Health System**  
1609 Cedar Street  
Muscatine, Iowa 52761  
(563) 263-0122
- 21. Upper Des Moines Opportunities, Inc.**  
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(712) 859-3885
- 22. VNA of Pottawattamie County**  
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